



RFP 463-10 Textbooks

Addendum 002
May 22, 2010

We are looking forward to seeing or hearing from our shortlist candidates on Wednesday, May 26, 2010. The schedule for the day is as follows:

Follett:	10 am to 12 pm, 5/27/2010
MBS Direct:	1 pm to 3 pm, 5/27/2010

We have scheduled two hours for each firm. You will have the floor to start the meeting and are welcome to present anything or ask any questions you'd like of our Selection Committee. We expect that part of the meeting to take no more than 1 hour and 15 minutes, though it may take less. That will be followed by a few minutes of questions and answers. For your convenience I have copied the selection criteria that this committee will be using in its decision making process as listed in the RFP:

- A. Quality of submittal
- B. Company experience, including previous experience with the College
- C. Pricing
- D. References
- E. Delivery times
- F. Service capability as measured by perceived staff, faculty and student satisfaction
- G. Quality of ordering website, including ease-of-use

In evaluating these factors the committee is interested to hear from you on several specific issues. Most of these issues are likely to be included in your presentation anyway. These issues do not need to be addressed in this order. Rather, these questions are intended to give you some visibility into the committee's decision process.

1. How much lead time for textbook submittal do you generally recommend to guarantee that selected texts will be in stock for our students for any given semester? What is the minimum lead time necessary? What is your backorder rate? How do you communicate that to our students, staff and faculty?
2. How much time does it take from when you receive our booklist until books are on website and ready to order?
3. CMC has physical residential bookstores, commuter sites, and an online program. What is your experience in working with colleges who utilize this structure? Our college is trying to maintain a uniform look and feel across locations. Specifically, how would you accommodate each of these students on your website in a standardized way across locations?
4. What on-line reports available to the college and how they can be utilized to help us manage our Virtual Bookstore process. For example, are we able to see on-line which students have ordered books and which books they have ordered in real-time?
5. We currently do not have Registration and Financial Aid linked directly to our Textbook orders. Can you describe the complexities of setting this up? Does your system interface with Kaycee and/or Datatel?
6. How are commissions calculated and distributed? How negotiable is that structure?
7. We have had some difficulty in the past communicating to faculty the services and help that a Virtual Bookstore can provide to them in terms of textbook selection. How could you help us with this?
8. Please describe other services you can offer to our Faculty?
9. Please describe your program for used books. Specifically, what availability can we expect? How do you approach quality control to ensure our students have a good experience? How do you price used books and share revenue with our college?
10. What is the availability of e-books? What percentage are you offering and what percentage of students are purchasing e-books in your experience? Are publishers providing more textbooks in this format? What rental options do you have available? Please also comment on customized books and how that may impact our relationship.

11. What are your marketing strategies for students who are “textbook shopping” and going to other sources such as Amazon, etc. for textbook purchases? Have these other textbook sources impacted your sales and if so, by what percentage?
12. How do you price your textbooks for our students?
13. How will you keep CMC compliant with HEOA beginning July 1, 2010?

The voting members of each selection committee are represented below. Most or all members will be present on Thursday. Supervisors and co-workers of committee members are also invited to attend these sessions and participate, but not vote. As a result there may be a few more people in the room. You are welcome to hand out anything you’d like but please keep in mind that CMC supports environmental initiatives and everyone on the selection committee has the ability to review an electronic file. After your presentation you are welcome to send a follow-up email to me and attach any documentation. I will forward that email to the members of the appropriate Selection Committee.

RFP 463-10 Textbooks Selection Committee		
	Name	Campus or Department
1	Sandra Thwing	Business Office
2	*Linda Ouellette	Business Office
3	Maureen Richardson	Distance Learning
4	Rick Johnson	Faculty
5	Allen Bacher	Faculty
6	Jackie O'Brien	Commuter Campus
7	Paige Lillie	Residential Campus
8	Katie Rust	Commuter Campus
9	Annabelle Butler	Residential Campus
10	Lara Dieringer	Commuter Campus

**Votes only in event of a tie*

Please do not contact any of these people directly about this RFP. You are welcome to continue any existing business you may have with one or more of the members.

Our selection committee will use the matrix pasted below as one tool. The spreadsheet multiplies a committee-given score of 1 (worst) to 10 (best) and multiplies that score against the pre-determined weighting factor, then sums that total for a score. This is one useful perspective for the committee but will not be the sole deciding factor.

		1		2	
		Criteria Weight Scale (0.0 to 10.0)		Follett	MBS Direct
1	Quality of submittal	4.0			
2	Company experience, including previous experience with the College	6.0			
3	Pricing	7.0			
4	References	6.0			
5	Delivery times	7.5			
6	Service capability as measured by perceived staff, faculty and student satisfaction	9.0			
7	Quality of ordering website, including ease-of-use	8.0			
Total Score		48	-	-	
Rank			1	1	

We hope this is a helpful description of what to expect on Thursday and we look forward to seeing you at your scheduled time on 05-27-2010. Thanks.