

	<p align="center"><b>State of South Carolina</b></p> <p align="center">Amendment 1</p>	Solicitation: Date Issued: Procurement Officer: Phone: E-Mail Address: Mailing Address:	5400019614 04/24/2020 Richard Edmondson 843-792-2343 <a href="mailto:edmondsr@musc.edu">edmondsr@musc.edu</a> University Procurement, 1 South Park Circle Building #1, Suite 501 Charleston, SC 29407
---	--	--	---

DESCRIPTION: **MUSC Online Book Store**

USING GOVERNMENTAL UNIT: **MEDICAL UNIV OF S C**

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>

SUBMIT OFFER BY (Opening Date/Time): ~~05/08/2020~~ **05/15/2020** @ 2:00 P.M. (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: ~~04/21/2020 @ 2:00 P.M~~ **Q&A period has ended.** (by e-mail [edmondsr@musc.edu](mailto:edmondsr@musc.edu))  
(See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **See Page 3**

<p>CONFERENCE TYPE: <b>Not Applicable</b> DATE &amp; TIME:</p> <p>(As appropriate, see "Conferences - Pre-Bid/Proposal" &amp; "Site Visit" provisions)</p>	<p>LOCATION: <b>Not Applicable</b></p>
--	--

<p>AWARD &amp; AMENDMENTS</p>	<p>Award will be posted on <del>05/14/2020</del> <b>05/21/2020</b>. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: <a href="http://www.procurement.sc.gov">http://www.procurement.sc.gov</a></p>
-------------------------------	--

You must submit a signed copy of this form with Your Offer. By signing, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

<p>NAME OF OFFEROR</p> <p>(full legal name of business submitting the offer)</p>	<p>Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.</p>
--	---

<p>AUTHORIZED SIGNATURE</p> <p>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</p>	<p>DATE SIGNED</p>
--	--------------------

<p>TITLE</p> <p>(business title of person signing above)</p>	<p>STATE VENDOR NO.</p> <p>(Register to Obtain S.C. Vendor No. at <a href="http://www.procurement.sc.gov">www.procurement.sc.gov</a>)</p>
--	---

<p>PRINTED NAME</p> <p>(printed name of person signing above)</p>	<p>STATE OF INCORPORATION</p> <p>(If you are a corporation, identify the state of incorporation.)</p>
---	---

<p>OFFEROR'S TYPE OF ENTITY: (Check one) (See "Signing Your Offer" provision.)</p> <p><input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local)</p>
--

**QUESTIONS FROM OFFERORS - AMENDMENT (JUN 2017)**

THE SOLICITATION IS AMENDED AS PROVIDED HEREIN. INFORMATION OR CHANGES RESULTING FROM QUESTIONS WILL BE SHOWN IN A QUESTION-AND-ANSWER FORMAT. ALL QUESTIONS RECEIVED HAVE BEEN REPRINTED BELOW. THE “STATE’S RESPONSE” SHOULD BE READ WITHOUT REFERENCE TO THE QUESTIONS. THE QUESTIONS ARE INCLUDED SOLELY TO PROVIDE A CROSS-REFERENCE TO THE POTENTIAL OFFEROR THAT SUBMITTED THE QUESTION. QUESTIONS DO NOT FORM A PART OF THE CONTRACT; THE “STATE’S RESPONSE” DOES. ANY RESTATEMENT OF PART OR ALL OF AN EXISTING PROVISION OF THE SOLICITATION IN AN ANSWER DOES NOT MODIFY THE ORIGINAL PROVISION EXCEPT AS FOLLOWS:

**UNDERLINED TEXT IS ADDED TO THE ORIGINAL PROVISION.**

**STRICKEN TEXT IS DELETED.** [02-2A097-1]

Question an Answers

**“The RFP methodology reference in the question (s) herein this Amendment is not correct. Therefore, one must make changes to any reference of the RFP methodology to read IFB as so noted on page one (1) of the solicitation issue date of 04/08/2020.”**

Q-1 There are no historical textbook sales totals provided in the RFP. This sales history is necessary to prepare an accurate financial proposal for MUSC. Please provide MUSC’s last three years’ textbook sales totals for review. It would be preferable if these totals can also be broken down by type (used, new, rental, ebook, marketplace, etc.) If Inclusive Access course models were in use during those periods, please provide those totals as well.

A-1

**Matthews MUSC Bookstore  
Sales Revenue Statement**

	<i>Calendar year ending 12/31/2017</i>	<i>Calendar year ending 12/31/2018</i>	<i>Calendar year ending 12/31/2019</i>
<b>TOTAL SALES</b>	<b>657,729.92</b>	<b>676,895.73</b>	<b>715,427.03</b>

**MUSC Bookstore Historical Sales**

	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020 (Jan.Feb.- only)</b>
<b>New Text</b>	<b>\$28,503</b>	<b>\$24,336</b>	<b>\$12,435</b>	<b>\$9,763</b>
<b>Used Text</b>	<b>\$2,592</b>	<b>\$2,832</b>	<b>\$834</b>	<b>\$362</b>
<b>Digital Text</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Rental Text</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Inclusive Access</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Trade/Reference Books</b>	<b>\$43,818</b>	<b>\$37,833</b>	<b>\$38,719</b>	<b>\$2,315</b>

<b>Supplies</b>	<b>\$9,972</b>	<b>\$9,675</b>	<b>\$10,552</b>	<b>\$1,049</b>
<b>Clothing</b>	<b>\$283,526</b>	<b>\$295,659</b>	<b>\$330,553</b>	<b>\$37,790</b>
<b>Sundries</b>	<b>\$1,745</b>	<b>\$930</b>	<b>\$50</b>	<b>\$6,173</b>
<b>Medical Supplies</b>	<b>\$202,512</b>	<b>\$220,990</b>	<b>\$237,197</b>	<b>\$39</b>
<b>Gifts</b>	<b>\$85,063</b>	<b>\$84,640</b>	<b>\$85,088</b>	<b>\$8,558</b>
	<b>\$657,730</b>	<b>\$676,896</b>	<b>\$715,427</b>	<b>\$66,049</b>

Q-2 What OER initiatives are in place at MUSC? Please provide any details that MUSC feels a new vender would need to be aware of regarding OER and its current and future use.

A-2 **Currently there are no OER initiatives in place at MUSC that the vendor needs to be aware of.**

Q-3 Does MUSC have a desire to offer any spirit wear/fan wear for sale through the virtual bookstore?

A-3 **MUSC does not have a sports program; however we do offer logo'd/branded items for purchase. Please refer to the Merchandising section of the IFB for specifics.**

Q-4 What is the current Learning Management System (LMS) in use at MUSC?

A-4 **We use a former version of Moodle, currently known as Open for the academic LMS.**

Q-5 What is the current Student Information System (SIS) in use at MUSC?

A-5 **We use Ellucian Colleague as our SIS.**

Q-6 Is Financial Aid allocated to students for textbooks and course materials and used as a tender type in the current bookstore? If so, can you describe the process for how Financial Aid is distributed and then used for course materials/textbooks?

A-6 **Financial Aid is not an eligible tender type for the purchase of bookstore and/or course materials.**

Q-7 In the last 12 months what is the total dollar value spent on textbooks and course materials with Financial Aid?

A-7 **Financial Aid is not an eligible tender type for the purchase of bookstore and/or course materials.**

Q-8 What percentage of MUSC students receive financial aid?

A-8 **Financial Aid is not an eligible tender type for the purchase of bookstore and/or course materials.**

- Q-9 What, if any, financial aid management software is utilized by MUSC?
- A-9 Financial Aid is not an eligible tender type for the purchase of bookstore and/or course materials.
- Q-10 What are the top three challenges that MUSC faces with current textbook operations that the institution hopes to resolve with a new virtual provider?
- A-10 1) In an Academic Health & Research environment, relative to business generated, no amount of bookstore space is economic relative to other best uses; 2) Faculty Textbook Adoptions continue to shrink as class materials are migrated to other media; 3) Yet, students, parents and visitors continue to demand easy channels to access both Text Books and Branded retail and memorabilia - items that only a MUSC Licensee can appropriately supply.
- Q-11 How is the current adoption process handled at MUSC? Is it automated? Do faculty submit their adoption choices directly to the bookstore or go through other channels that ultimately submit the adoptions to the bookstore on behalf of the instructor or department? Any insight into the adoption process would be helpful.
- A-11 Current bookstore operator collects adoption information in a number of ways: faculty and departments submit information via telephone, email, visiting the bookstore in person, and/or submitting adoption information on the current bookstore operator's website via a Faculty Adoptions link.
- Q-12 Would MUSC be willing to reduce the financial return to the university if doing so would provide a measurable reduction in the cost of textbooks and course materials for its students?
- A-12 As long as our minimum financial obligations for managing the bookstore contract are met, we have no desire to profit from an online bookstore. Instead, we are more interested in having the best selection, service and pricing available to our students.
- Q-13 For the contract that will result from this RFP, which academic term is MUSC looking for the new vendor to first support.
- A-13 Fall 2020
- Q-14 Does MUSC currently utilize an Inclusive Access model for any course areas? Any details on your current or future-planned IA programs would be appreciated.
- A-14 Historically there hasn't been any bookstore sales from Inclusive Access Programs.

- Q-15 **Historical Sales** – Please provide sales FY 2018-2019 and year to date FY 2019-2020, in the following categories:
- New Text
  - Used Text
  - Digital Text
  - Rental Text
  - Inclusive Access
  - Trade/Reference Books
  - Supplies
  - Clothing
  - Gifts
- A-15 **See A-1**
- Q-16 **Trade selection** – Will MUSC provide a recommended list of current trade, academic and technical literature for vendor to provide?
- A-16 **Trade publications are not sold at the bookstore. Current bookstore operator stocks titles required and recommended by MUSC faculty for class.**
- Q-17 **Exclusive rights** – Will the vendor have exclusive rights to service MUSC students for both required text and related supplies and materials?
- A-17 **The vendor will have exclusive rights only for textbooks and required course supplies and materials but exclusive rights do not apply to any MUSC branded merchandise.**
- Q-18 **Third Party Agreements** - Is the University or specific department currently engaged in or pending any third- party relationships where course materials bypass the bookstore? If yes, please provide the vendors and the courses involved.
- A-18 **No**
- Q-19 **Financial Arrangement** – Please provide the current financial arrangements in place – commissions; guarantee; scholarships; capital investment; signing bonus; etc.
- A-19 **MUSC has received quarterly rent payments of \$10,500 from the current vendor.**
- Q-20 **Gross Sales** – Please provide the current definition of Gross Sales.
- A-20 **Gross Sales would be the grand total of all MUSC related sales and/or revenue transactions without any deductions.**
- Q-21 Please provide historical sales information from the past 5 years including a breakdown of new, used, rental, and/or digital as well as any apparel and merchandise sales figures.
- A-21 **See A-15**

Q-22 Are financial aid vouchers accepted in the bookstore as a form of payment? What percentage of overall sales in the bookstore came from financial aid?

A-22 **See A-6**

Q-23 What percentage of students are eligible for financial aid?

A-23 **See A-6**

Q-24 Does the college have any direct agreements in place with publishers or other third-party course material providers?

A-24 **No**

Q-25 Which term would the new bookstore partner begin serving the campus population

A-25 **See A-13**

Q-26 Does the campus utilize a third-party financial aid service? (i.e. TrimData, FALink, etc)

A-26 **See A-6**

Q-27 How many students currently live on campus?

A-27 **MUSC does not offer student housing.**

Q-28 While we acknowledge the previous store was brick and mortar, it would still be helpful to have a breakdown of previous sales over the last three years. Could you please provide the following breakdown: new, used, rental, electronic, trade books as well as merchandise, health/beauty, convenience, school supplies, uniforms, electronics, and software?

A-28 **See A-15**

Q-29 What percentage of your students are on financial aid? Are they allowed to charge their course materials to financial aid?

A-29 **See A-6**

Q-30 Can you clarify what is expected to be sold in the online bookstore? The RFP indicates that soft goods as well as household and personal care items need to be sold online. We just want to make sure that is the intent.

A-30 **As long as the vendor meets the needs of the academic community related to required textbooks and course materials and are in accordance to the trademark license agreement for MUSC branded merchandise, we will not restrict any offerings that the vendor would like to present.**

- Q-31 The RFP mentions needing an option for students to "pick up" orders and "pre-bagging" orders. Can you elaborate on how this would work with an online bookstore?
- A-31 **The vendor is permitted to schedule site visits for pick-ups and pre-bagging orders, for example at the start of each semester.**
- Q-32 What ERP system does the school use? LMS? Financial aid system? Will school be willing to allow direct integration or does the school prefer SFTP transfers?
- A-32 **We use a former version of Moodle, currently known as Open for the academic LMS. MUSC only allows use of direct payment options for the purchase of goods from the University bookstore. Purchases through financial aid or an ERP system is not permitted.**
- Q-33 In order to meet the 30 day guarantee integration, we will need to know upfront what the specifications are from the IT team. Could you provide those?
- A-33 **1. Web single sign-on. The requirement would be ADFS (Active Directory Federated Services) which is SAML based. Vendor will have to provide information to know what MUSC data is needed to complete integration and meet bookstore requirements?**
- Q-34 Is it the school's desire to have a temporary space set up at the beginning and end of the semester for rental returns and textbook pickup/buyback? Is the school willing to entertain this?
- A-34 **Yes we would allow the vendor to come to campus as needed for these instances.**
- Q-35 What courses currently use digital course materials outside of the bookstore? Are any courses using "inclusive access"? If so, how many, which courses, and through what publisher?
- A-35 **See A-14**
- Q-36 Can you please provide a complete course enrollment and adoption list for the previous academic year (Fall 2019 and Spring 2020)?
- A-36 **See A-11**
- Q-37 What is MUSC's Learning Management System (LMS) and Student Information System (SIS)?
- A-37 **See A-4 and a-5**

Q-38 Please provide a breakdown of bookstore sales for 2017, 2018, 2019, and current sales in 2020 for the categories below.

	CURRENT FY 2020	FY 2019	FY 2018	FY 2017
Used Textbooks				
New Textbooks				
Digital Textbooks				
Rental Textbooks				
Trade Books				
Supplies				
Clothing				
Gifts				
Convenience				
General Merchandise				
Graduation regalia				
Computers				
Totals				

A-38 **See A-1**

Q-39 Please provide locations on campus (if any) currently used by the bookstore to deliver special orders, bulk department deliveries, etc.

A-39 **MUSC has not designated a campus location for the delivery of special orders.**



Q-40 Does MUSC have any courses that utilize inclusive access or course materials bundled in tuition? If so, please provide the department, course, and section number that have inclusive access, enrollments for those classes, and ISBN for the course material being delivered to the students.

A-40 **See A-14**

Q-41 Does MUSC utilize any Open Educational Resources (OER)? If so, please provide the ISBN for the OER course material, and the department, section, and course number that utilize OER.

A-41 **See A-2**

Q-42 What system or process is currently used to solicit faculty for textbook adoptions?

A-42 **See A-11**

Q-43 What is the current deadline for textbook adoptions for Fall, Spring, Winter and Summer terms?

A-43 **Spring Semester orders are needed by October 15th.  
Summer Semester orders are needed by March 15th.  
Fall / Winter Semester orders are needed by April 15th.**

Q-44 Please provide a breakdown of bulk sales or orders (if any) made by the university in the bookstore (Ex. Department bulk orders).

A-44 **See A-1**