

**REQUEST FOR PROPOSAL  
FOR MANAGEMENT OF  
LAKE-SUMTER STATE COLLEGE  
ONLINE COURSE MATERIALS STORE**

**RFP ISSUE DATE: January 8, 2024  
PROPOSAL DUE DATE:**

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## **REQUEST FOR PROPOSAL (RFP) OVERVIEW**

Lake-Sumter State College (“LSSC” or the “College”) invites your company to submit a Proposal for Management of the Lake-Sumter State College Online Course Materials Store (“OCMS’.) In order to meet the needs of LSSC Students and the College community, this Request For Proposal (RFP) seeks creative Proposals to provide Online Course Materials Store services at Lake-Sumter State College.

**Contractors are invited to submit Proposals for an Online Course Materials Store that will provide comprehensive Course Materials Services to Lake-Sumter State College.**

**The LSSC Bookstore is currently contracted (i.e. managed and operated by a contract management firm.**

**The Bookstore, under the direction of the Director of Procurement & Auxiliary Services, will transition to a Hybrid Model which will include the following:**

**Self-Operation of the LSSC Campus Stores (e.g., South Lake Campus and Leesburg Campus)**

**Online Course Materials Store Services managed and operated by a third-party**

**(NOTE: To simplify the review process for Lake-Sumter State College and to assist with making valid comparisons between the Proposals, the format for all Proposals must be consistent with the format outlined in Section 5, “**

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## **SECTION 1: INSTRUCTIONS & TIMELINE**

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- c. One hundred percent (100%) of the communication from contractors during this entire RFP Process must be solely with Ross Wilson.

1.5 **Proposal Receipt**

- a. Proposals received by **4:00 p.m. ET, Monday, February 12, 2024**, will be considered. Proposals received after the due date will not be considered. All Proposals must be submitted electronically and must be executed by an authorized officer of the prospective contractor. An electronic version of the Proposal must be submitted via email to Ross Wilson- email: [wilsonr@lssc.edu](mailto:wilsonr@lssc.edu).

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## **SECTION 2: INTRODUCTION**

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- Financial Proposal
- Website / Technology Program
- Transition Plan
- Company History And Background
- Exceptions To The RFP / Acceptance O





Leesburg

<b>SECTION 4: ONLINE COURSE MATERIALS STORE PROGRAM REQUIREMENTS</b>
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**4A. Operations**

**4.1 Operations Requirements**

- a. Right To Operate Online Course Materials Store. The contractor shall have the right to operate the Online Course Materials Store for the College at the commencement of the Contract, scheduled for June 1, 2024.

The College shall coordinate with the contractor to establish links to accommodate

e. Course Material Delivery/Pick-up Options. The contractor shall provide students with multiple course materials delivery/pick-up options, including, but not limited to, the following:

- Pick-up in the Campus Stores (Free in-store pick-up)

course work. Course materials shall be available for purchase by students on a timely basis, according to the schedule established by LSSC.

- e. Distance Learning/Online Courses. The contractor shall provide course materials services for the College's current or future distance learning/online courses and other programs, as desired by the College.
- f. Dual Enrollment Program. The contractor shall provide course materials services for the College's Dual Enrollment Program, as directed by the College, and in accordance with Florida Law.
- g. Custom-Published Materials. The contractor shall provide custom-published materials (i.e., coursepacks). This includes the securing of copyright clearances in compliance with all copyright laws, production/printing, and sales.
- h. Textbook Rental Program. LSSC is committed to providing a textbook rental program in order to reduce the cost of course materials to students. The contractor shall make a significant effort to maximize the availability of textbook rentals for LSSC Students and shall provide a full-service textbook rental program.
- i. Used Textbook Program. LSSC is committed to providing a used textbook program in order to reduce the cost of course materials to students. The contractor shall make a significant effort to maximize the availability of used textbooks for LSSC Students.
- j. Digital Course Materials/Innovative Course Materials Delivery Mechanisms. The contractor shall provide a digital delivery program that addresses the changing types

the ability for students to opt-out in a manner that is customer friendly and readily visible to students on the OCMS Website.

- n. Students With Disabilities. The contractor shall provide required course materials services to students with disabilities through collaboration with LSSC.
- o. HEOA/Other Laws. The contractor shall work with LSSC to ensure compliance with the Higher Education Opportunity Act (HEOA) and all other relevant state, federal, and local laws, rules, and regulations.
- p. In-Store/Online Buyback. The contractor shall buy back books online through the Online Course Materials Store Website, and shall provide on-site course material buyback services at the end of each academic term for students, if requested by the College.

#### **4C. Course Materials Adoption Tool**

##### **4.3 Course Materials Adoption Tool Requirements**

- a. Adoption Solicitation And Collection. The contractor, working with LSSC Supervisors or staff designated by LSCC, shall make every effort to obtain early course materials adoption commitments in order to ensure course materials availability and to maximize the quantity of textbooks purchased from students for resale at the OCMS. The contractor shall provide timely reports to faculty members concerning the 6 0 0 46 570.6665q 0 (er) -1 ( ) -84 0 0 46 570.51 ( ) 20007856 32(er) -1 ( ) -84 0 0 4ir.







- b. Customer Feedback. The contractor shall seek customer feedback on a regular basis through methods that include, but are not limited to, online customer surveys, customer comment opportunities, etc. Customer feedback results shall be shared with the College Administration for evaluation and input.
- c. Online Customer Service Support

## **4G. Marketing Strategy**

### **4.7 Marketing Strategy Requirements**

- a. Marketing/Communication. The contractor shall develop and implement a comprehensive Online Course Materials Store marketing/communications plan.
- b. Marketing Approvals. The College shall approve all promotional communications that go out to students, faculty or staff regarding course materials.

## **4H. Website / Technology Program**

### **4.8 Technology Program Requirements**

- a. Technology. The contractor shall provide state-of-the-art technology (e.g., Online Course Materials Store computer system, course materials inventory management system, technology necessary to comply with HEOA, alternative technology for course materials, etc.) to deliver the desired level of service. The contractor shall own and operate, and shall be responsible for all expenses associated with, all technology and systems necessary to operate the Online Course Materials Store.
- b. Technology Integration. The contractor's systems shall have the ability to interface, at the contractor's sole expense, with current and/or future College systems. The College currently utilizes Concourse Syllabus, Canvas, and Banner.
- c. Website. The contractor shall manage and operate an Online Course Materials Store Website customized for LSSC. The website shall conform to the College's accessibility policies and design guidelines and link to and from the College's Website and the Campus Store's Website. The website shall include, but not be limited to, the ability for customers to order course materials and course-related supplies. The

must provide a statement acknowledging they are in PCI Compliance and shall provide any PCI Certification documentation that may be required annually. Credit card processing must be through a third-party and must be encrypted.

- g. Computer Equipment Compliance. The contractor's computer equipment/software must be certified and approved by the College's IT Department in order to be put on the College's network or communication systems.
- h. FERPA Compliance. The contractor agrees that all processes fall within FERPA guidelines, and must be approved by the FERPA compliance ow-1 (i) .24 0 0.0 (gui) -1 (del) -1 (iET r 59



- The Commission As A Percent Of Pure Digital Course Materials Commissionable Sales (see definition, next page)
- **"Course Materials Gross Sales"** shall be defined as all course materials sales of the contractor and revenue received by the contractor based upon all business conducted in or from the Online Course Materials Store for any course materials product or service offered by the Online Course Materials Store, including revenue received from textbook rentals and revenue received from Inclusive Access course materials. This includes all course materials orders taken or received via the Online Course Materials Store Website or orders placed at the Campus Store.
- **"Course Materials Commissionable Sales"** shall be defined as Course Materials Gross Sales less:
  - Voids

- The contractor shall maintain complete and accurate records of all transactions in accordance with generally accepted accounting standards and principles. The contractor shall make all records available for inspection by authorized College representatives.
- c. Additional Financial Incentives. Contractors have the opportunity to propose additional financial incentives (e.g., Signing Bonus, Textbook Scholarships, etc.).



## **Operations**

### **5.4 Operations Submittal Requirements**

- a. Operations/Management Plan. Describe your company's operations/management plan for the Lake-Sumter State College Online Course Materials Store.

## **Online Course Materials Store (Course Materials Program)**

### **5.5 Online Course Materials Store Submittal Requirements**

- a. Online Course Materials Store Experience. Describe your company's Online Course



- Communication and marketing plan with Faculty to drive organic growth of the Inclusive Access Program
  - Billing, operational, and technical processes
- c. Equitable Access Course Materials Program. Describe your company's Equitable Access Course Materials Program, including your company's ability to implement an Equitable Access Course Materials Program at LSSC, if requested by LSSC.

## **Course Materials Adoption Tool**

### **5.7 Course Materials Adoption Tool Submittal Requirements**

- a. Course Materials Adoption Tool. Describe your company's Course Materials Adoption Tool, including the following:
- Adoption Tool overview
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## **Transition Plan**

### **5.13 Transition Plan**



<b>SECTION 6: INVENTORY PURCHASE REQUIREMENTS</b>
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6.1 **Course Materials Inventory Purchase**

The selected contractor shall purchase the Bookstore's current course materials inventory at the current contractor's cost. The selected contractor shall purchase the Bookstore's course materials inventory as follows:

## SECTION 7: CONTRACT TERMS & CONDITIONS

### 7.1 **Term**

- a. Contract Term. The term (“Term”) of the Contract (contract to be prepared by LSSC and signed by LSSC and the contractor) shall be for five (5) years beginning June 1, 2024, and ending on May 31, 2029. LSSC shall have the option to renew the Contract for additional one (1) year renewal terms (“each a

7.4 **Contract Award**

- a. Contract Award. If LSSC accepts a Proposal, a Contract will be prepared by LSSC, and signed by LSSC and the contractor.

## **ATTACHMENTS**

Attachment A- Online Course Materials Store Sales Projections Form

Attachment B- Online Course Materials Store Financial Bid Form



**ATTACHMENT A**  
**ONLINE COURSE MATERIALS STORE SALES PROJECTIONS FORM**

**SALES PROJECTIONS (\$)**

