



Procurement & Strategic Sourcing  
5700 Cass Avenue, Suite 4200  
Detroit, Michigan 48202  
(313) 577-3734

Division of Finance and Business Operations

May 30, 2025

## Addendum No. 2

### RFP Bookstore Operations dated May 05, 2025

**This Addendum must be acknowledged on Schedule D.**

Questions have been raised during the Pre-Proposal meeting held on **May 15, 2025** for the University's RFP for **Bookstore Operations** for the **University Community**. A summary of the questions asked, and the University's responses are as follows:

*Some questions may have been combined to avoid redundancy or rephrased for clarity.*

No.	Question	Response
<u>1</u>	Has the institution implemented an inclusive access program? If so, what percentage of courses utilize Inclusive Access and how much revenue is generated from Inclusive Access?	This information along with sales data is detailed in the RFP.
<u>2</u>	If you do not currently have a digital access program, is there interest in implementing a program as a part of this transition?	See response to question #1.
<u>3</u>	Are books currently included in tuition or a separate billed fee?	For those students who have courses enrolled in the Inclusive Access program called First Day, those students are billed for their course materials on their student account as a separate course materials fee. For those students without courses in the First Day program, they pay out of pocket for traditional course materials.
<u>4</u>	What are the current auxiliary revenues and/or commissions generated by the bookstore?	That information is not directly relevant to the requirements outlined in the RFP.
<u>5</u>	What are the primary financial objectives of potentially partnering with a new/different course materials provider?	The RFP clearly defines the goals and expectations set forth by WSU.
<u>6</u>	What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)? a. Do these students use the same course materials as the other students at the institution? b. Do these students receive their materials through the bookstore vendor? c. Is the institution able and interested in including Dual Credit students as a part of the scope of content coverage through a vendor?	Information on dual enrollment can be found <a href="#">here</a> . Yes dual enrollment courses use the same course materials as other students at WSU. Some dual enrollment courses participate in the First Day inclusive access program while others use traditionally sourced course materials.
<u>7</u>	What is the enrollment growth rate projection for the next 5 years?	The information is not available at this time, but if we receive it prior to the proposal due date, it will be provided in a separate addendum.
<u>8</u>	Will you provide these most recent Text Adoptions booklist - preferably in Google Sheet or Excel format?	The information is not available at this time, but if we receive it prior to the proposal due date, it will be provided in a separate addendum.
<u>9</u>	What % of courses require a textbook?	The online schedule of classes can be found <a href="#">here</a> . Vendor course information can be found <a href="#">here</a> .
<u>10</u>	What % of courses use courseware, i.e. content with codes (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)?	The information is not available at this time, but if we receive it prior to the proposal due date, it will be provided in a separate addendum.
<u>11</u>	What % of courses use OER? What is the goal of OER% for the following 4 years of the contract.	The information is not available at this time, but if we receive it prior to the proposal due date, it will be provided in a separate addendum.

<u>12</u>	What are the top three challenges that you face with your current course materials operations/vendor that the institution hopes to resolve with a new provider?	The RFP clearly defines the goals and expectations set forth by WSU.
<u>13</u>	What Commission percentages are you currently being paid for Digital and Non Digital Sales?	That information is not directly relevant to the requirements outlined in the RFP.
<u>14</u>	What additional challenges (not mentioned in this RFP) with your existing bookstore operations would you like to see addressed with a potential transition?	WSU is seeking a partner who can bring forward solutions to common bookstore challenges that are or may not be fully addressed in the RFP.
<u>15</u>	What signing bonus, scholarships, sponsorships or other financial incentives have been offered and/or paid by the incumbent bookstore vendor? In what year was this paid?	That information is not directly relevant to the requirements outlined in the RFP.
<u>16</u>	Please provide the last three years' worth of sales data including category breakdowns. (new books, used books, digital, inclusive/equitable access, rental, clothing, gift, convenience, technology, etc.)	That information is detailed in the RFP.
<u>17</u>	Please describe how students utilize their financial aid in the campus store and if there are any restrictions.	Students may use their financial aid to purchase books via the <a href="#">book voucher program</a> . Students who do not take advantage of the voucher program would need to wait until <a href="#">refunds are disbursed</a> at the beginning of the semester.
<u>18</u>	Of the fixtures that currently reside in the bookstore, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?	All movable fixtures belong to current vendor. All fixtures affixed to the floor or walls will remain with the facility.
<u>19</u>	What other school expenses must the campus store pay for (utilities, phone, internet, trash, etc.) and what are those costs?	Wayne State provides utilities such as heat, air conditioning, light/electricity, water, trash and snow removal, as well as repairs and maintenance to the physical structure including elevators. Currently Barnes & Noble pays for the WSU provided phone lines. Current vendor is responsible for its own custodial services.
<u>20</u>	Is there any other provider of campus store services or merchandise sales that the school works with? (Off campus store, athletic website, publisher content provider, etc.)	As described in the RFP, WSU Athletics currently partners with <a href="#">BSN Sports</a> for their eCommerce solution.
<u>21</u>	Do you utilize any sort of campus card program for the purchase of materials in the bookstore? If so, what company do you use to manage it?	WSU's campus card system software is CS Gold which is a Transact+CBORD product. Currently we have a register integration between Barnes and Noble and CS Gold. The bookstore pays a transaction fee for purchases made using the OneCard debit account.
<u>22</u>	Are there any limitations on convenience offerings for food or beverage?	None, except for WSU has an exclusive pouring rights contract with Pepsi and an exclusive Vending contract with Continental.
<u>23</u>	Are there any limitations on graduation related sales?	None.
<u>24</u>	What is your SIS, LMS and Point of Sale System on campus?	WSU's LMS is Canvas, SIS is Banner (Ellucian), POS is the current vendor's proprietary system.
<u>25</u>	Would you desire to retain the current staff in place in the store?	All current bookstore staff are employed by the existing vendor.
<u>26</u>	Are there any plans to move or alter the current bookstore location?	None at this time.
<u>27</u>	What percentage of overall sales in the bookstore came from financial aid?	The information is not available at this time, but if we receive it prior to the proposal due date, it will be provided in a separate addendum.
<u>28</u>	Are there any sales reflected in the historical sales numbers that were a result of a one-time grant or other funding that will not occur in the future?	None.
<u>29</u>	Does Wayne State have any direct agreements in place with publishers or other third-party course material providers?	Wayne State does not have any direct agreements in place.

<u><b>30</b></u>	Which term would the new bookstore partner begin serving the campus population?	As stated in the RFP, and if there is a change in vendors, the start date would be on or before 11/1/25 which is in the middle of our Fall term.
<u><b>31</b></u>	Is Wayne State open to self-operating a spirit store (apparel, merchandise, sundry items, etc.) with an online bookstore vendor providing all student-purchased materials shipped directly to the campus bookstore for student pickup?	WSU does not wish to have a self-operated spirit store. We would like to contract with a vendor to provide that function.
<u><b>32</b></u>	Would Wayne State consider partnering with two separate vendors with two separate agreements to provide textbook operations and retail services if it deemed this more beneficial than a single vendor?	We remain open to all potential proposals.
<u><b>33</b></u>	Would Wayne State be interested in implementing an Equitable Access solution, an in-tuition solution where all course materials are automatically delivered to all students with the costs included as part of the cost of attendance?	WSU is committed to exploring all affordability options and looks forward to each vendor's response regarding their Equitable Access (EA) model.
<u><b>34</b></u>	Please identify the sales that make up the "Other" Category.	"Other" can include dorm furnishings, greeting cards, décor (prints, frames, etc.), and (most notably) graduation products – which makes up \$180,000 of March 2025's other revenue.
<u><b>35</b></u>	Sales of Café/Convenience are lumped together. Can you please define how much of the \$99,558 in 2024 is Café sales and how much is Convenience? Perhaps some of the Café sales are in Other?	This information is not available.
<u><b>36</b></u>	Please identify the University's position as it relates to the Café? Would the University like to see this service continued to be offered by the selected Contractor?	Yes, WSU would like to see this service continued and expanded by the selected contractor or potentially in partnership with our dining services provider SodexoMagic.
<u><b>37</b></u>	The RFP mentions serving WSU Athletics in-venue as a required service. Can you please describe the current level of service the University is requesting and what is provided by the Bookstore today?	Currently the Bookstore does do pop up events or have a semi-permanent or permanent sale location at the Athletic Complex. We are looking to potentially change this model and expand athletic team branded apparel in the WSU Bookstore.
<u><b>38</b></u>	Please provide an AutoCAD, preferred, or a pdf file of the Campus Store footprint. The RFP mentions on Page 7 an Exhibit A with pdf's but there were none attached within the RFP.	Floorplans were uploaded with the original RFP posting, and can be downloaded at <a href="#">Exhibit A - Bookstore Layout</a>
<u><b>39</b></u>	The RFP mentions the One Card CS Gold System. Can you please provide the amount of sales generated through use of this card in the Bookstore?	Nov 22 – Oct 23: \$68,738.97 Nov 23 – Oct 24: \$61,812.63 Nov 24 – May 25: \$52,135.93
<u><b>40</b></u>	Please provide your current course materials pricing policy in place for operation of the Wayne State University Campus Store.	This information is not available.
<u><b>41</b></u>	With a quick due date of June 9, we are most concerned about plans for the Bookstore. The RFP asks that designs be created for your review by the committee and on average these plans can take up to 2 weeks to create once we receive plans from the University. Recognizing that responses to questions are due back from the University on May 30, it leaves a very short window to turn these around. If there is any possibility of expediting these plans and/or extending the due date to June 16 which would enable the 2 weeks for design?	At this stage, we are looking for initial marketing renderings or conceptual visuals — not finalized designs.  <b>Please note</b> that there will be no extension to the proposal due date.
<u><b>42</b></u>	Proposals are limited to 75 pages total, one sided, and eleven (11) point font. (This is inclusive of all required documents and schedules and any optional material included at the discretion of the respondent, but tab sheets and the cover pages do not count in the overall document count.) "Does this include standalone documents such as insurance forms, security certificates or any attestation of compliance	Yes, 75 pages includes all such documents.

	typically included as addenda?	
<b><u>43</u></b>	What were non-IA digital course material sales for CY '23, CY '24 and CYTD '25?	Based on the Commissions statements we received it appears that all digital sales were IA.
<b><u>44</u></b>	What dollar amount, title count or percentage of the current IA program are physical products?	All IA titles are digital.
<b><u>45</u></b>	The RFP mentions that "B&N also currently has an agreement with ARAMARK to sell WSU branded merchandise in the Midtown Market in the Student Center..." and on Page 18. mentions "d. Campus dining contract with Sodexo Magic". Does the University have different agreements with ARAMARK and Sodexo?	Aramark has been our contracted Food Service provide from August 2013 through June 30, 2025. As a result of an RFP, we will transition to SodexoMagic as of July 01, 2025, prior to any new agreement for Bookstore Operations Services.
<b><u>46</u></b>	Awarded offeror will purchase all on-hand inventory (at the time of transition) from the current operator based upon the same terms and conditions as originally purchased from WSU.". What were the terms and conditions by which the current vendor purchased originally from WSU?	It is WSU's expectation that inventory purchase terms will be negotiated directly between the incoming and outgoing vendors.
<b><u>47</u></b>	Does the University plan to change any technology providers that integrate with the bookstore's systems in the next two years?	In 2029 the Campus Card system software (CS Gold) will stop being supported. Prior to that deadline we will looking to change card system software providers...most likely in 2028 with an RFP being issued in 2027. We do not anticipate changing SIS or LMS software providers.
<b><u>48</u></b>	Please define the current scope (services, brands, and products offered) of the Technology Department within the bookstore.	The current selection includes peripherals, cables, data storage, etc. Apple and other technology hardware is available from the current vendor's eCommerce site.

**Bids are due by electronic submission on June 09, 2025 no later than 2:00 p.m.** The link for bid submission will be posted with the bid details at <http://go.wayne.edu/bids> beginning **May 05, 2025**.

Should you have any questions or concerns about this Addendum or on any other aspects of the Request for Proposal, please send them by email to **Kenneth Doherty, AVP – Procurement & Business Services**, Email; [ken-doherty@wayne.edu](mailto:ken-doherty@wayne.edu).

Thank you,  
**Kenneth Doherty**  
**AVP – Procurement & Business Services**