1. Please provide a category breakdown of textbook sales information from the past few years, including new, used, rental, digital, and inclusive access.

   See Appendix B

2. Please provide a category breakdown of retail sales information from the past few years, including, but not limited to, trade books, clothing, computers/technology, convenience, gifts, etc.

   See Appendix B

3. What percentage of the courses utilize free OER content?

   7% are OER

4. Does Blue Ridge CTC have any direct agreements with publishers or other third-party course material providers?

   Yes we do

5. Is Blue Ridge CTC 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?

   Yes, the College would consider this option

6. Would Blue Ridge CTC consider two separate vendors with two separate agreements to work in partnership to provide textbook operations and retail services if it is deemed more beneficial to the institution as opposed to a single vendor?

   Yes

7. Would Blue Ridge CTC be open to a full-service online solution where the apparel, merchandise, and course materials are all sold through an interactive online platform with no permanent physical presence on campus?

   Yes

8. What is Blue Ridge CTC's Student Information system?

   Banner

9. What is Blue Ridge CTC's Learning Management System?

   Blackboard for degree-seeking students, Schoox for limited non-degree seeking students

10. Does Blue Ridge CTC have any Inclusive Access course material adoptions? If so, how many courses have inclusive access adoptions?

    12.4% of all courses are using Access

11. Would Blue Ridge CTC 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?

The College would consider

12. Please provide sales breakdown by category for your school, for the current partial year and the 2 previous full years.

See Appendix B

13. How many courses use OER content?

7% are OER

14. How many courses use Inclusive Access Content?

12.4% use Inclusive Access

15. Is the school willing to consider Equitable Access as a course material solution?

Yes

16. Who is on the RFP Committee and what are their roles at the institution?

Registrar, Dean of Students, Faculty Representative, Procurement Office, Staff Accountant

17. Has the institution implemented an inclusive access program? If so, what percentage of courses utilize Inclusive Access?

12.4 % of all courses are using Access

18. In an Equitable Access Model, the vendor charges a standard per student/per text (or per credit hour) cost. Would you consider implementing an Equitable Access program as a means to provide digital course materials?

The College would consider

19. If you do not currently have a digital access program, is there interest in implementing a program as a part of this transition?

The College has interest in this program

20. Are books included in tuition or a separate billed fee?

They are billed separately

21. Are there any state laws preventing the institution from enacting an Equitable Access model on campus?

No

22. Does the Institution require the ability for students to "Opt Out" of an institutional access program?

    Yes, the College would require an opt-out option

23. Are you interested in entirely removing your bookstore from campus? If so, would a fully online bookstore be suitable for consideration?

    Yes, a fully online option is suitable for consideration

24. Would the institution consider self-management of the bookstore with a vendor-supplied course materials program?

    No, not at this time

25. What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)?

    650

    a. Do these students use the same course materials as the other students at the institution?

       Yes

    b. Do these students receive their materials through the bookstore vendor?

       Yes

    c. Is the institution able and interested in including Dual Credit students as a part of the scope of content coverage through a vendor?

       Yes

26. What is the enrollment growth rate projection for the next 5 years?

    While enrollment has increased the past 2 years, the enrollment trend is projected to maintain stable at the current enrollment

27. What % of courses use OER? What is the goal of OER% for the following 4 years of the contract.

    7% are OER. No current goal exists but could be discussed.

28. Is your bookstore currently being managed by a 3rd party? If so, who is the Vendor and how long have they been the incumbent?

    Yes, Follett for 7 years

29. What additional challenges (not mentioned in this RFP) with your existing bookstore operations would you like to see addressed with a potential transition?

Stability in the organization and willingness to promptly address management issues

30. 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?

None

31. 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.)

See (Document Name)

32. 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 fixtures will remain. No unamortized expenses.

33. What other school expenses must the campus store pay for (utilities, phone, internet, trash, etc.) and what are those costs?

There are no other expenses that we are aware of.

34. 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.)

No

35. 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?

No

36. Are there any limitations on convenience offerings for food or beverage?

The limitations may occur depending on what is deemed convenience offerings for food or beverage.

37. Are there any limitations on graduation related sales?

No

38. What is your SIS on campus?

   Banner

39. What is your LMS on campus?

   Blackboard

40. Would you desire to retain the current staff in place in the store?

   No

41. Are there any plans to move or alter the current bookstore location?

   No

42. Please provide CAD drawings of the bookstore.

   See Appendix D

43. What is the target start date for operations under the new contract?

   May 1, 2025

44. Which aspects of this RFP are of the highest priority for BRCTC?

   Stock sufficient quantity of course materials.

45. What specific challenges or limitations with your current bookstore operations, particularly regarding course materials, is the College looking to address?

   No specific challenges or limitation need addressed. The new award will focus on the ability of the vendor to provide sufficient quantity of course materials and maintain highest level of customer service for students and the college.

46. What issues does the College aim to resolve related to student and faculty experience with course material adoption and acquisition?

   Stock sufficient quantity of course materials.

47. The RFP indicates the College is open to receiving proposals for an all-digital bookstore, Is the College also open to a hybrid solution where it self-operates the in-person campus store to manage merchandise, spirit wear, convenience items, and optional campus pickup, while a vendor manages an online bookstore for course materials?

Yes

48. Concerning the reported sales of $476,759.93 for FY 2024, Please provide a category breakdown of course material gross sales (e.g., New, Used, Rental, Digital, Inclusive Access) and units sold for 2024 and FY 2023 and FY 2022.

See Appendix B

49. Over the last 3 years, are course material sales increasing or declining? What do you believe are the primary reasons for this trend?

See Appendix B for sales numbers. Enrollment trends and growth of OER.

50. How has student purchasing behavior or faculty adoption changed in recent years, and how has this impacted sales?

Faculty are very active and submit adoptions by the established timeframe. Historically, 95-100% of adoptions are submitted by the established deadline for the bookstore to adequately source course materials.

51. Do students commonly procure course materials from sources outside the bookstore? If so, In your opinion, what drives these decisions?

On some occasions, students seek alternative solutions due to textbook costs.

52. Does the College allow students to charge course materials to bursar accounts?

Only in situations involving financial aid.

53. Is the College currently implementing an Inclusive Access program? If so:

   a. What is the opt-out rate?

   It's typically around 1% (very low)

   b. How many courses or sections are using Inclusive Access materials?

   12.4% of all courses are using Access

    c. Are Inclusive Access materials managed through the bookstore or directly with publishers?

    Typically, this is managed through the Bookstore directly

    d. If not currently implementing Inclusive Access, what are the reasons?

    N/A

54. Are there any institutional policies or regulations that might hinder the implementation of Inclusive or Equitable Access programs?

No

55. If currently not implementing Inclusive or Equitable Access programs, is the college interested in implementing an Inclusive or Equitable Access program? Please explain.

The college is open to considering the option.

56. What percentage of courses currently utilize Open Educational Resources (OER)?

7% are OER, see Appendix C

57. Are there ongoing OER initiatives, and what are the adoption goals over the next five years?

Yes, there is a state-wide initiative which provides grants to faculty who introduce OER. There are not specific goals to OER initiatives, but I suspect the trend to continue with state funding.

58. How are textbook adoptions currently collected, and who is responsible for their submission (e.g., faculty, administrative staff, or a combination)?

Program coordinators complete adoptions; these coordinators are responsible for submission. Though, bookstores in the past have streamlined this process.

59. What percentage of faculty adoptions are collected by the adoption deadline listed on page 6, Section 4.2.B of the RFP?

Typically 100%, the most recent fall semester was 95%

60. What are the current challenges BRCTC experiences with faculty adoption submissions (e.g., compliance, timeliness, system usability)?

Changes in the system are the only limiting factor.

61. Has BRCTC received feedback from faculty about the adoption process? If so, what are the most common concerns or pain points?

Faculty only have an issue if the software solutions platform changes.

62. What measures are in place to ensure faculty compliance with adoption deadlines?

None have been necessary.

63. What is the College's current Student Information System (SIS) and Learning Management System (LMS)?

SIS is Banner, LMS is Blackboard

64. Are there plans to change or upgrade the SIS or LMS in the next 18 months?

No

65. Dual Enrollment: Does the College partner with high schools for dual enrollment programs? If so:
    a. What is the current enrollment of dual enrollment students?
    b. Do dual enrollment students purchase their course materials at the bookstore, or do the high schools purchase them on their behalf?
    c. Are dual enrollment students identified in your Student Information System?
    d. Can you provide a breakdown of course material sales for your dual enrollment program, or are they included in the overall historical sales?

Yes. Approximately 650 students. Depending upon the specific programs, textbooks may be purchased by the student or provided by the college. Dual enrollment students are recorded in Banner. Dual enrollment student textbook purchases are included in overall sales.

66. What is the anticipated first semester for the new bookstore vendor to commence services?
Spring 2025 with textbook sales Summer 2025.

67. Are there anticipated logistical barriers during the transition to a new vendor?

No

68. To support environmental sustainability, would the college be willing to accept electronic submissions from vendors in lieu of physical copies?

Yes, submissions can be made at the following link: https://sendsecure.xmedius.com/r/03e476f6e9374a00806220967553d3b7

69. Please provide 5-years of sales history by category. If Technology is a category, please break out into accessories and hardware.

See Appendix B

70. Are services to support athletics confined to Gameday sales only or are there opportunities to outfit the athletic staff?

There are no athletic programs.

71. Regarding a technology offering, does the University have a designated devise brand? (i.e., Apple, Dell, Chrome Tablet, etc.)

No

72. Can students purchase general merchandise, emblematic clothing, spirit gear, with Financial Aid or a One Card type tender?

Yes, in general, but some GM is limited based up FA.

73. Is there a contractual agreement for class rings and/or diploma covers?

There is not a separate contract for rings or diplomas.

74. Will the gear shop be allowed to sell items such as snacks and drinks?

Yes

75. Will there be any outstanding amortized payments to the current vendor at the end of your contractual term? (i.e., renovation cost, fixture cost, asset cost)
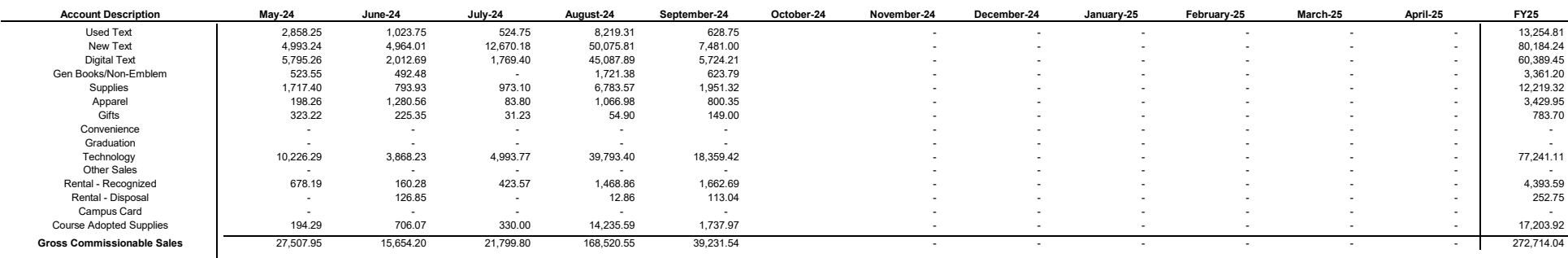
No

76. Is the college interested in a hybrid service model? (One vendor for course materials, one vendor for merchandise and brand management/growth)

Yes

77. Will Course Related Supplies (kits) be exclusive to the vendor that is awarded for retail services?

Some courses may not utilize the bookstore for materials.

Appendix B

◇ **Follett**

Account Description	May-24	June-24	July-24	August-24	September-24	October-24	November-24	December-24	January-25	February-25	March-25	April-25	FY25
Used Text	2,858.25	1,023.75	524.75	8,219.31	628.75	-	-	-	-	-	-	-	13,254.81
New Text	4,993.24	4,964.01	12,670.18	50,075.81	7,481.00	-	-	-	-	-	-	-	80,184.24
Digital Text	5,795.26	2,012.69	1,769.40	45,087.89	5,724.21	-	-	-	-	-	-	-	60,389.45
Gen Books/Non-Emblem	523.55	492.48	-	1,721.38	623.79	-	-	-	-	-	-	-	3,361.20
Supplies	1,717.40	793.93	973.10	6,783.57	1,951.32	-	-	-	-	-	-	-	12,219.32
Apparel	198.26	1,280.56	83.80	1,066.98	800.35	-	-	-	-	-	-	-	3,429.95
Gifts	323.22	225.35	31.23	54.90	149.00	-	-	-	-	-	-	-	783.70
Convenience	-	-	-	-	-	-	-	-	-	-	-	-	-
Graduation	-	-	-	-	-	-	-	-	-	-	-	-	-
Technology	10,226.29	3,868.23	4,993.77	39,793.40	18,359.42	-	-	-	-	-	-	-	77,241.11
Other Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
Rental - Recognized	678.19	160.28	423.57	1,468.86	1,662.69	-	-	-	-	-	-	-	4,393.59
Rental - Disposal	-	126.85	-	12.86	113.04	-	-	-	-	-	-	-	252.75
Campus Card	-	-	-	-	-	-	-	-	-	-	-	-	-
Course Adopted Supplies	194.29	706.07	330.00	14,235.59	1,737.97	-	-	-	-	-	-	-	17,203.92
Gross Commissionable Sales	27,507.95	15,654.20	21,799.80	168,520.55	39,231.54	-	-	-	-	-	-	-	272,714.04

Account Description	May-23	June-23	July-23	August-23	September-23	October-23	November-23	December-23	January-24	February-24	March-24	April-24	FY24
Used Text	550.00	1,042.00	2,592.00	7,699.50	1,164.75	6.00	51.75	3,563.25	4,774.50	486.75	535.00	255.75	22,721.25
New Text	4,755.75	2,199.50	7,438.00	40,093.74	22,282.28	367.75	434.25	14,500.66	36,255.07	1,099.25	1,159.75	306.99	130,892.99
Digital Text	5,331.79	3,012.95	2,009.66	34,005.47	6,320.97	733.22	(30.20)	2,247.68	30,553.48	1,324.11	3,176.34	19.76	88,705.23
Gen Books/Non-Emblem	493.70	1,122.94	344.49	2,866.86	601.45	195.95	-	816.30	1,285.84	-	53.00	25.00	7,805.53
Supplies	2,462.78	1,410.17	862.51	6,362.36	1,394.60	198.05	19.99	3,266.25	7,478.79	1,312.35	50.15	65.86	24,883.86
Apparel	368.31	354.80	11.65	749.12	551.18	236.34	289.18	1,212.86	2,211.66	(21.43)	404.80	194.84	6,563.31
Gifts	136.75	62.95	21.99	112.80	125.75	135.35	28.55	57.10	108.95	39.00	8.30	75.80	913.29
Convenience	-	-	-	-	-	-	-	99.99	-	-	-	-	99.99
Graduation	-	-	-	-	-	-	-	-	-	-	-	-	-
Technology	7,412.64	8,031.32	7,463.58	45,659.54	30,390.78	3,681.25	111.94	17,542.68	34,620.24	5,200.96	2,473.52	1,318.45	163,906.90
Other Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
Rental - Recognized	1,171.23	(599.53)	320.97	862.23	1,827.71	1,596.42	1,527.66	1,244.63	760.83	903.08	1,131.16	893.89	11,640.28
Rental - Disposal	75.00	912.19	(74.34)	-	384.77	(149.98)	-	-	607.61	(745.42)	-	119.15	1,128.98
Campus Card	-	-	-	-	-	-	-	-	-	-	-	-	-
Course Adopted Supplies	-	344.00	1,764.99	7,797.44	2,886.76	20.00	-	251.99	1,694.93	87.00	116.00	24.30	14,987.41
Gross Commissionable Sales	22,757.95	17,893.29	22,755.50	146,209.06	67,931.00	7,020.35	2,433.12	44,803.39	120,351.90	9,685.65	9,108.02	3,299.79	474,249.02

Follett

Account Description	May-22	June-22	July-22	August-22	September-22	October-22	November-22	December-22	January-23	February-23	March-23	April-23	FY23
Used Text	1,903.00	1,444.25	3,115.50	18,017.38	912.50	665.46	82.00	2,905.00	12,051.50	112.75	224.00	50.00	41,483.34
New Text	10,328.00	3,795.50	5,715.75	53,701.85	2,768.75	2,306.49	1,226.00	8,673.75	38,001.13	1,747.75	15.00	1,340.25	129,620.22
Digital Text	6,525.81	1,897.04	1,882.34	35,244.49	1,681.17	686.25	237.74	1,743.81	28,843.08	703.39	1,075.53	182.22	80,702.87
Gen Books/Non-Emblem	282.83	-	319.94	2,549.75	335.00	-	-	500.63	2,053.91	568.88	-	-	6,610.94
Supplies	1,545.35	329.56	1,231.11	5,713.58	324.44	(98.22)	91.07	2,547.73	8,095.19	2,674.59	55.98	216.52	22,726.90
Apparel	649.43	130.99	352.87	578.10	449.10	199.37	235.77	781.50	569.99	334.95	382.40	537.63	5,202.10
Gifts	75.11	37.90	138.24	241.01	55.95	14.90	218.35	167.30	252.80	117.00	11.90	-	1,330.46
Convenience	-	-	-	-	-	-	-	46.99	4.49	-	-	-	51.48
Graduation	-	-	-	-	-	-	-	-	-	-	-	-	-
Technology	7,949.02	1,022.34	9,141.20	40,604.37	6,910.67	172.49	111.61	24,040.46	32,874.27	16,612.12	1,902.53	499.00	141,840.08
Other Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
Rental - Recognized	2,188.33	429.09	578.12	3,728.59	3,799.45	2,868.55	2,888.20	2,731.57	2,261.81	1,933.88	2,721.26	1,787.24	27,916.09
Rental - Disposal	129.68	2,969.22	(405.03)	207.46	141.99	-	-	-	2,081.14	346.28	-	-	5,470.74
Campus Card	-	-	-	-	-	-	-	-	-	-	-	-	-
Course Adopted Supplies	-	-	2,923.30	8,871.43	1,101.84	1,589.89	164.99	350.00	1,299.97	129.50	87.50	232.50	16,750.92
Gross Commissionable Sales	31,576.56	12,055.89	24,993.34	169,458.01	18,480.86	8,405.18	5,255.73	44,488.74	128,389.28	25,281.09	6,476.10	4,845.36	479,706.14

Appendix C

Here is the breakdown for Fall 24 per section. For OER reporting, some instructors state no books required, so the OER usage may be higher. 12.4% of all sections use Follett ACCESS.

Row Labels	Count of Sec	
Complete	345	46%
Missing	86	11%
NoStoreSuppliedMaterial	8	1%
NoTitlesComplete	265	35%
OERMaterial	49	7%
(blank)		
Grand Total	**753**	

30'

28'4"

9'4"

10'

14'10"

32"

9'

18'