



ARKANSAS STATE UNIVERSITY-JONESBORO
REQUEST FOR PROPOSAL

OPERATION AND MANAGEMENT OF VIRTUAL BOOKSTORE
RFO #21-15

Notice is hereby given that proposals will be accepted by Arkansas State University until 11:00 a.m., Central Time, on **March 25, 2021** for **Operation and Management of Virtual Bookstore**.

Submit proposals to:
Arkansas State University-Jonesboro
Procurement Services
PO Box 1860
State University, AR 72467-1860

Or

Arkansas State University-Jonesboro
Procurement Services
2713-A Pawnee Street
State University, AR 72467

Projected Timetable

The following should be used as a working guide for planning purposes. ASU-J reserves the right to adjust this timetable as required during the course of the process.

ACTIVITY	DATE
RFP Issued:	March 2, 2021
Deadline for Questions on Proposal	March 8, 2021
Responses to Questions posted on website	March 11, 2021
Public opening of proposals	March 25, 2021 11:00 A.M. CST
Completion of proposal review and contract selection	March 30, 2021
Intent to award letters emailed	April 2021
Contractor Commences Performance	July 1, 2021

Arkansas State University-Jonesboro reserves the right to reject late proposals, any and all proposals, or waive any irregularities or informalities during the Request for Proposal process. No proposal may be withdrawn for a period of thirty (30) days after the closing date for submission.

General Terms and Conditions for RFPs can be found [here](#). Please review these terms before signing the proposal page.

RFQ # 21-15
DATE: March 25, 2021

ACKNOWLEDGMENT OF RECEIPT

Please fill in the requested information below as acknowledgment that you have received the Request for Proposal noted above. If your firm is interested in participating, this sheet must be completed and returned or emailed to

Arkansas State University-Jonesboro,
Procurement Services
Attn: Lisa Glasco, CPCP, CPPB, CPPO, APO
PO Box 1860
State University, AR 72467
Email: lglasco@astate.edu.

By doing this, we will be able to provide notification to you any addenda to the RFQ.

Name of Firm: _____

Email _____ Tel. #: () _____

_____ YES, Our Company does have an interest in responding.

_____ NO, our company does not have an interest in responding.

Name: (Print) _____ Title: _____

Signature: _____ Date: _____

Email address: _____

Phone number: _____

SECTION 10 ADMINISTRATIVE OVERVIEW

10.1 Background

Arkansas State University-Jonesboro enjoys a reputation as a national doctoral granting institution of higher education as recognized by the Carnegie Foundation as a Research 2 institution. It is the only comprehensive public university located in this region. Dedicated to teaching, research and service, the university provides students with the broad educational foundations that help develop critical thinking and analytical skills, decision-making capabilities, and communication skills.

This institution was founded in 1909 by the Arkansas Legislature as a regional agricultural training school. It began offering a two-year college program in 1918, then was renamed "First District Agricultural and Mechanical College" in 1925. A four-year degree program was begun in 1930; A & M College became "Arkansas State College" in 1933. The Arkansas Legislature elevated the college to university status and changed the name to Arkansas State University in 1967.

Master's degree graduate programs were initiated in 1955, and A-State began offering its first doctoral degree, in educational leadership, in the fall of 1992. Programs at the specialist, master's, bachelor's and associate degree levels are available through the various colleges: Agriculture, Neil Griffin Business, Communications and Liberal Arts, Education and Behavioral Science, Engineering and Computer Science, Nursing and Health Professions, Sciences and Mathematics, and University College.

Arkansas State University commitment to excellence in higher education is demonstrated by its accreditation by The Higher Learning Commission of the North Central Association of Colleges and Schools, as well as 18 specialized accrediting organizations.

Arkansas State is a member of the Arkansas State University System.

The Mission of Arkansas State University

Arkansas State University *educates* leaders, *enhances* intellectual growth, and *enriches* lives.

1.00 Introduction

Arkansas State University-Jonesboro (the “University”) is issuing this Request for Proposal (“RFP”) for the purpose of receiving proposals for contracting the operations and management of the Arkansas State University Virtual Bookstore.

INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT: In accordance with Arkansas Code §19-11-249, this proposal and resulting contract is available to any college or university in Arkansas that wishes to utilize the services of the selected proposer, and if the proposer agrees, they may enter into an agreement as provided in this RFP.

2.00 Issuing Officer and Contract Administrator

Procurement Services
Arkansas State University - Jonesboro
PO Box 1860
State University, AR 72467

Issuing Officer: Lisa Glasco, CPCP, CPPB, CPPO, APO
Project Officer: Dr. Craig Johnson
Phone: 870-972-2852
Email: crjohnso@astate.edu

3.00 Anticipated Procurement Timetable

ACTIVITY	DATE
RFP Issued:	March 2, 2021
Deadline for Questions on Proposal	March 8, 2021
Responses to Questions posted on website	March 11, 2021
Public opening of proposals	March 25, 2021 11:00 A.M. CST
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Intent to award letters emailed	April 2021
Contractor Commences Performance	July 1, 2021

4.00 Submission of Proposals

No later than 11:00 a.m., provide one signed original (marked “original”) in the response. The vendor must also provide the bid response in electronic form on a flash-drive (preferred). **Under no circumstance will late bids be accepted. Failure to deliver by overnight carriers or other such methods shall not be taken into consideration. RFPs MUST arrive and be time-stamped by our office, located at 2713-A Pawnee, prior to the time and date specified on the Request for Proposal sheet.**

Arkansas State University-Jonesboro
Procurement Services
PO Box 1860
State University, AR 72467-1860

Or

Arkansas State University-Jonesboro
2713-A Pawnee Street
State University, AR 72467

4.50 Type of Contact

As a result of this RFP, this contract is a term contract that will be awarded to a Single Contractor.

The anticipated starting date for any resulting contract is July 1, 2021, except that the actual contract start date may be adjusted forward unilaterally by the State for up to three calendar months. By submitting a signed proposal in response to the RFP, the Prospective Contractor represents and warrants that it will honor its proposal as being held open as irrevocable for this period.

The initial term of a resulting contract will be for one (1) year. Upon mutual agreement by the Contractor and Arkansas State University, the contract may be renewed by Astate for up to six (6) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years. The contract period shall be from **July 1, 2021 to June 30, 2028.**

5.00 Proposal Format

Each proposer must utilize the *Proposal Packet* to submit their proposal. The following items are Proposal Submission Requirements and must be submitted as a hardcopy and electronic copy in the original *Proposal Packet*.

A. Original signed *Proposal Signature Page*. (See *Proposal Packet*.)

1. One (1) original hardcopy and (1) electronic copy of the proposal response which includes:
 - a. Proposal response to the *Information for Evaluation* section included in the *Proposal Packet*. Proposal response **must** be in the English language.
 - b. *Official Solicitation Price Sheet*.

6.00 Award

The University reserves the right to reject any or all proposals, or any portion thereof, and re-advertise if deemed necessary. Awards will be made to the proposer whose proposal conforms to the RFP and, in the sole judgement of the University, will be the most advantageous to the University.

6.5 Obligation to Purchase Inventory

If the party awarded the contract is not the current vendor, then the party awarded this contract must purchase the saleable inventory in reasonable quantities from the existing campus bookstore provider, Follett Higher Education Group, Inc. ("Follett"), at invoice cost or at prices agreeable to the party awarded this contract and Follett.

7.00 Rejection of Proposals

In order to simplify the University's task of evaluating all of the proposals we have developed a format in which all proposals must be prepared. Failure to adhere to this format or omitting any of the information that is required may result in your firm's proposal being disqualified.

8.00 Public Opening of Proposals

A public opening of all Technical/Business proposals will be held on **March 25, 2021 at 11:00 a.m. CST** at

Arkansas State University-Jonesboro.
Procurement Services
2713-A Pawnee Street
State University, AR 72467

9.00 Contract Governance and Indemnification

The contract will incorporate the contents of the RFP as well as any negotiated terms and conditions. Vendors should note the following regarding the State's contracting authority and amend their documents accordingly. Failure to conform to these standards will result in rejection of the proposal.

This contract shall be governed by and constructed in accordance with the laws of the state of Arkansas. Arkansas State University is an agency of the state of Arkansas and the state and its agencies are protected from suit by sovereign immunity. Nothing in this contract is intended to nor shall it waive this sovereign immunity. Any provision of this contract in conflict with the laws of the state of Arkansas is null and void.

The Vendor shall indemnify and hold harmless the University, its officers, and its employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the contract or the provision of services thereunder.

The University will cooperate with the Vendor in the defense of any action or claim brought against the Vendor seeking damages or relief for any loss, expense, damage, liability, claim, or demand either at law or in equity for actual or alleged injuries to persons or property arising from any negligent act or omission by the University or its employees or agents in performance of this contract. The University also will cooperate in good faith with the Vendor should the Vendor present any claims of the aforementioned nature against the University to the Arkansas State Claims Commission and will make reasonable effort to expedite any hearing or other action before the Commission. However, the University reserves the right to assert in good faith any and all claims and defenses available to it in any such proceedings before the Commission or other appropriate forum.

Additionally:

A. The State of Arkansas may not contract with another party to:

1. Indemnify and defend that party for any liability and damages. However, the University may agree to hold other party harmless from any loss or claim resulting directly from and attributable to the University's use or possession of equipment or software and reimburse the party for the loss caused solely by the University's use or possession.
2. Upon default, to pay all sums to become due under the contract.
3. Pay damages, legal expenses or other costs and expenses of any party.

B. A party wishing to contract with Arkansas State University must:

1. Remove any language from its contract that grants remedies other than:
 - The right to possession.
 - The right to accrued payment.
2. Include in its contract language specifying that the laws of the State of Arkansas govern the

contract.

3. Acknowledge in writing that contracts with the University become effective when awarded.

10.00 Cost for Proposal Preparation.

The University will not reimburse any proposer's costs incurred in the preparation and submission of proposals.

11.00 Further Information_

Proposers are cautioned that the University is not obligated to ask for or accept after the opening date, data which is essential for a complete and thorough evaluation of the proposal. However, should the University request additional information, either written or oral, the vendor must provide. Refusal to honor such requests may result in rejection of the proposal. The University may award a contract based on initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted in the most favorable and complete terms possible.

12.00 Proprietary Information

Proposals and documents pertaining to this RFP become the property of the University and shall be open to public inspection following the proposal opening, excluding proprietary information as exempted by law. Proprietary information submitted in response to this RFP must be separately packaged, sealed, and clearly labeled "PROPRIETARY". Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential provided such material is clearly so marked by the proposer prior to submission.

"Proprietary information or information which, if disclosed, would give advantage to competitors or bidders ("Proprietary Information") submitted in response to this RFP will be processed in accordance with applicable State of Arkansas procurement procedures. Documents pertaining to the RFP become the property of the State and shall be open to public inspection subsequent to proposal opening. It is the responsibility of the respondent to identify all proprietary information. **The vendor should submit one complete electronic copy of the proposal from which any Proprietary Information has been removed.**

The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a CD or flash drive, preferably in a PDF format. Except for the redacted information, the redacted copy must be identical to the original hard copy. The respondent is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted data. The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the respondent. If a redacted copy is not received the entire proposal will be open to public inspection. If the State of Arkansas deems redacted information to be subject to the FOIA, the vendor will be contacted prior to sending out the information."

All proposals must be executed by an authorized officer of the vendor and must be held firm for acceptance for a minimum period of 150 days after the opening date.

13.00 Examination of Records

The Vendor agrees that the University or its duly authorized representatives shall at any time during the term of this contract have access to, and the right to audit and examine any pertinent records of the Vendor related to this contract. The Vendor shall retain such records for a period of no less than five (5) years from the date the records are made, unless the University authorizes earlier disposition.

The Vendor agrees to refund to the University any underpayments or overcharges disclosed by audit or to take other acceptable corrective action.

14.00 Permits and Licenses The Vendor will obtain and maintain at its expense, and in its name, all necessary licenses and permits required to perform the services described herein.

15.00 REQUIRED SERVICES

This chapter describes the scope of work agreed to under this proposed contract.

The University's objectives for the Bookstore operation and management are listed below. It is expected that the Vendor shall adopt the following objectives for the operations and management of the Bookstores.

The contract will be awarded to the Vendor, firm, contractor, offeror or proposer ("Vendor") who best satisfies all of the University's needs. Revenue will not be the sole criteria for determining the contract award.

Exclusive Right to Market and Operate as an Independent Contractor

The Vendor shall have the exclusive right to market and operate, **as an independent contractor**, the Arkansas State University Bookstore at Arkansas State University-Jonesboro. An independent contractor is defined as the business or corporation that provides goods and services to Arkansas State University as specified in this RFP.

The bookstore currently consists of the following operations/programs:

Arkansas State University Bookstore, located at 101 N. Caraway Rd in the Student Union Center. Website (<https://www.bkstr.com/arkansasstatestore/home>).

The University will no longer house an on-campus bookstore.

15.10 Components of a Virtual Bookstore serving Arkansas State University-Jonesboro should include, but not be limited to, the following:

- A. Support the academic mission of Arkansas State University-Jonesboro University by providing efficient and effective online course materials services to students and faculty, including online buyback and online adoptions.
- B. Arkansas State University Virtual Bookstore, will provide online access to comprehensive course materials services for Arkansas State University-Jonesboro University Programs (e.g., undergraduate, graduate, etc.).
- C. Provide easy access for online course materials.
- D. Provide a flawless and fluid delivery and buy-back system.
- E. Develop a proactive course materials strategy that will allow the Virtual Course Materials Store to compete effectively in the challenging college bookstore environment.
- F. Provide easy access for online course materials.
- G. Communicate and coordinate effectively and proactively with Arkansas State University-Jonesboro's designated personnel regarding course material adoptions.
- H. Create and implement effective strategies to reduce the cost of course materials to Arkansas State University-Jonesboro Students by minimizing shipping costs and providing a wide selection of used textbooks, textbook rental titles, and digital textbooks/course materials.
- I. Provide comprehensive course materials services to support all Arkansas State University-Jonesboro academic programs (e.g., undergraduate, graduate, professional, etc.).

- J. Provide excellent customer service, including minimizing delivery time for online purchases and ensuring efficient online processing of all transactions (e.g., course material ordering, buyback, etc.).
- K. Utilize state-of-the-art technology and emerging technologies for Web-based course materials operations (e.g., online transactions, inventory status, registration integration, online textbook rental, online buyback, etc.).
- L. Digital Course Materials/Innovative Course Materials Delivery Mechanisms. The contractor shall provide a non-exclusive digital delivery program that addresses the changing types of course materials, including providing digital course materials, digital textbooks, etc. The contractor shall work with the Administration and Faculty to determine the best possible options for the introduction of new technology and delivery mechanisms. Throughout the contract, the University will continually evaluate digital delivery programs in the marketplace and maintain the right to select alternate digital delivery programs at any time during the contract, if it is determined that such programs are in the best interests of the University.

15.20 Technology Requirements

- Leverage the industry's latest hardware and software technology to the greatest extent in systematizing and managing bookstore operations. The Vendor is to describe automation plans (e.g. Point of Sale system) for the efficient and effective management of the Bookstore. All systems are to be fully compatible with the Banner and Blackboard software systems. All systems must be PCI Compliant. For each area to be automated, Vendor is to provide a description of what the automated system will do. Vendor is to indicate if this automated system can, or will, be tied to the Vendor's central computer system and, if so, when it may be installed, and what functions this networking will provide. Vendor is to indicate the type of backup system or procedures are to be utilized in the case that the system is temporarily inoperative.
- The current Financial Aid software is Banner; the ASU Campus Card Center uses the Blackboard Transact software application. Vendor is to describe how their system will interact with these systems when purchases are made at the Bookstore.
- Plan to implement the industry's best hardware and software technology and show its experience in operating other Bookstores at institutions of Higher Education with a successful interface between the Vendor's computer system and the University's system.

15.30 Textbook Adoption Process

The Vendor should describe its process for facilitating the textbook adoption process and meeting the University's objectives to:

- Have sufficient quantities of textbooks (both hard copy and digital versions) and related supplies and materials, as required or recommended by the faculty for academic courses, available for purchase by students at the specific times the items are needed.
- Provide easy access for online course materials.
- Ensure that the specific edition(s) and formats of textbooks are available for sale.
- Ensure that digital versions of textbooks are available for sale and all staff is trained adequately to inform students of the availability of digital versions of textbooks.
- Aggressively minimize out-of-stock situations on textbooks (both hard copies and digital versions).

- Facilitate the textbook adoption process in a manner that is accurate and timely via a system that provides easy submission.
- Meet the requirements of the Higher Education Opportunity Act, Text Book Division.

15.40 Other Requirements and Information

- The Vendor shall post conspicuously and without equivocation store policies concerning refund, buy-back, exchanges, check-cashing and special orders. The Vendor shall prepare, distribute and otherwise make available to every student information outlining these policies.
- The Vendor shall conduct textbook buy-back events based upon a schedule that is timely, practical and convenient both to the Bookstore and its customers.
- The Vendor shall make every effort to secure and have available used texts. It should be clearly posted what procedures are to be followed in the purchase and sale of used texts to the Bookstore. **Address your company's used book policy and objective for used books to new books ratio.**
- **Faculty/Staff Discounts** - The Vendor shall declare its discount policy for university staff.
- **Tender types/Campus Card** - The Bookstore accepts cash, personal checks, major credit cards (excluding AmEx), bank debit cards, Campus Card, department charges, and financial aid charges. Disclose any obligatory fees for transactions.
- **Licensing Program** - The University's current licensing program is managed by a third-party, CLC, under the direction of the Arkansas State University Marketing and Communications Department.
- The University shall have the right to form a Bookstore Advisory Committee composed of student and University representatives to appraise and evaluate the services, amenities, facility and the entire bookstore operation. If formed, this committee shall meet regularly with the Vendor's Manager of the Bookstore to evaluate the overall operations, focusing on comments and providing information, which could result in needed changes or improvements to the facility and overall operations. The Vendor's off-campus supervisor (i.e., district, regional supervisor) shall attend at least one of these meetings annually.

15.45 Optional Provided Services

- **Graduation Support and Service** – The University is interested in how vendors might provide service and merchandise in support of graduation activities. Specifically, the vendor should address how they will provide graduation products (e.g., regalia, diploma covers, announcements, etc.) and their procedures for interacting with students to include merchandise procurement, delivery and payment.
- **Operation of Team Store at the Stadium** – The University through its current bookstore vendor operates a team store at our football stadium to offer clothing and other sports-related merchandise on game days and at certain other sporting events throughout the year. The University is interested in vendor proposals for the operation of this team store.

- **On-site Merchandise Plan** – The vendor may present ideas for the provision of an on-site kiosk for University apparel, memorabilia, and spirit items to make available (non-graduation related) merchandise on campus.

15.50 Financial Requirements and Information

The University has attempted to keep the costs of providing and attaining a basic education as low as possible. The Vendor shall indicate their pricing policy below:

DESCRIPTION	PRICE
All new textbooks, paperback books and trade books shall be sold at a price of	
Used textbooks in saleable condition shall be sold at	
All other merchandise shall be marked up to reflect a usual gross profit margin of	
Any net priced merchandise (invoiced at a net cost) may be priced to reflect the usual industry gross margin of	

The University may request and shall receive from the Vendor appropriate documentation that the above pricing policies are being practiced.

For the exclusive right to offer Bookstore services as described in the Proposal on the campus of ASUJ, Vendor offers the following financial arrangements - **Address how this will be accomplished.**

DESCRIPTION	PRICE	PERCENTAGE
A guaranteed annual royalty payment. The minimum amounts shall be paid to the University as revenue as follows		
Guaranteed Annual Minimum		
Percent Commission to the University from Gross Revenue over		
Percent Commission to the University from Gross Revenue over		
Minimum Capital investment: \$ _____ Total Capital investment commitment over a _____-year term. Capital investment consistent with the University's facilities/education plans.		

- Vendor's alternative or additional financial proposal - Explain in detail. Revenue shall be derived based on all sales to faculty, staff, students, or others whether in-store, online or through some other channel.
- Gross revenue shall be defined as _____
- The Vendor agrees to make these payments to ASUJ on a quarterly basis.
- The Vendor shall submit a quarterly unaudited financial statement, which is to include a profit and loss statement, to the ASUJ Vice Chancellor for Finance and Administration.
- Vendor agrees to provide the ASUJ Vice Chancellor for Finance and Administration a complete set of audited financial statements each fiscal year.
- The Vendor agrees to supply ASUJ with complete and true records of sales to include period and dates covered.

SELECTION

16.00 Selection Process

A. The following is a high-level overview of the overall selection process.

- Procurement Services will review each *Proposal Packet* to verify Proposal Submission Requirements have been met. *Proposal Packets* that do not meet Proposal Submission Requirements will be rejected and will not be evaluated.
- An Evaluation Committee (hereinafter referred to as “Evaluators”) will evaluate and score qualifying Proposals. Evaluation will be based upon Vendor’s response to the *Information for Evaluation* section included in the *Proposal Packet*.
 - a. Evaluators will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the following Scoring Description.

SCORE	DESCRIPTION
10	The response provides metrics clearly establishing that the Vendor is reliable and capable of fully performing the required services at a superior level of quality.
5	The response provides some information suggesting that the Vendor’s level of performance may be acceptable, but it does not clearly establish that the Vendor is reliable and capable of fully performing the required services at a superior level of quality. This may be due to several reasons including, without limitation: (a) insufficient metrics; (b) vague, incomplete, indefinite, confusing, or inconsistent information; or (c) over reliance on technical jargon that is not understandable to non-technical evaluators.
0	The response provides performance metrics clearly establishing that the Vendor is unreliable and incapable of fully performing the required services at an acceptable level of quality.

- After initial individual evaluations are complete, Evaluators will meet to discuss their individual ratings. At this consensus meeting, each Evaluator will be afforded an opportunity to discuss his or her rating for each evaluation criteria.
- After Evaluators have had an opportunity to discuss their individual scores with the committee, the individual Evaluators will be given the opportunity to change their initial individual scores if they feel that is appropriate.
- The final individual scores of the Evaluators will be recorded on the Consensus Score Sheets and averaged to determine the group or consensus score for each proposal.
- Other agencies, consultants, and experts may also examine documents at the discretion of the Agency.
- The University will conduct cost checks based on the cost submitted by each Vendor on the *Official Solicitation Price Sheet*.

- a. After proposal opening, the University will allow Vendors whose proposed cost falls outside of a ten percent (10%) range of the average submitted cost the opportunity to justify their submitted cost.
 - b. During consensus, cost information will be provided to the Evaluators to allow the Evaluation Committee to determine if moving forward with the highest-ranking Vendor is the most advantageous to the University.
 - c. Should the University request clarification and/or additional information regarding cost, Vendors **shall** provide clarification and/or additional information as specified by the University.
- The University will move forward to discussions with the highest-ranking, responsible Vendor based on the Grand Total Score for each proposal unless an alternate decision is made under 3.1.A.7.b.

17.00 SUBSECTIONS OF THE TECHNICAL PROPOSAL

A. EXPERIENCE

- The Experience subsection included in the *Proposal Packet* allows Vendors to differentiate themselves based on their technical capability and understanding of the University's specific needs.

B. SOLUTION

- The Solution subsection included in the *Proposal Packet* allows Vendors to differentiate themselves based on their proposed solution to solve the University's specific needs.

C. RISK

- The Risk subsection included in the *Proposal Packet* allows Vendors to list and prioritize major risk items that are out of the Vendor's control and that could cause the Vendor's solution to deviate from or not meet the expectations of the University.
 - a. Vendors should include sources, causes, or actions that are beyond the scope of the contract that may cause cost increases, delays, amendments, or dissatisfaction to the University.
 - b. Vendors should not include risks caused by a lack of the Vendor's technical competency.
 - c. Risks should be described in simple, clear, and non-technical terms.
 - d. Vendor should explain how the Vendor will mitigate, manage, and/or minimize each risk listed.
 - i. The Documented Performance cell should include details such as how many times any identified risk was previously mitigated and the impact on the performance on the project in terms of time, cost, and client satisfaction.

D. VALUE-ADD

- The Value-Add subsection included in the *Proposal Packet* allows Vendors to identify any value-add options or optional service ideas that may benefit the University.

- a. Where applicable, the Vendor should identify what the University may have excluded or omitted from its scope and how these options or ideas have been successful in previous projects through verifiable performance information.
- b. The Vendor should list the cost and time impact of its value-add options or optional service ideas.
- c. Cost and revenue impacts associated with the value-add options or optional service ideas **must not** be included in the *Official Solicitation Price Sheet*.

E. INTERVIEW

- During the Interview portion, the vendor shall address questions and/or concerns the University may have to the satisfaction of the University.

18.00 PROPOSAL SCORE

The following approach will be used in evaluating the proposals:

- I. Review the proposals
- II. Individual evaluator scores proposal
- III. Group committee discusses scores
- III. Select finalist(s)
- IV. Schedule interview with finalists, if needed
- V. Select the vendor

The proposals will be evaluated and awarded based on a comparative formula of relative weighting as detailed below.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM RAW POINTS POSSIBLE	SUBSECTION'S WEIGHTED PERCENTAGE	* MAXIMUM WEIGHTED SCORE POSSIBLE
Experience	10	20%	140
Solution	10	20%	140
Risk	10	15%	105
Value Add	10	30%	210
Interview	10	15%	105
Total Score	50	100%	700

GRAND TOTAL SCORE

The Total Score and Cost Score will be added together to determine the Grand Total Score for the proposal. The University may move forward to discussions with the highest-ranked responsible Vendor, based on the ranking of the proposals, to be reasonably susceptible of being selected for award.

	MAXIMUM POINTS POSSIBLE
Proposal	700
Cost	300
Maximum Possible Grand Total Score	1,000

VENDOR AFFIRMATION

I, THE UNDERSIGNED DULY AUTHORIZED REPRESENTATIVE OF THE BIDDER, UNDERSTAND THAT THE BID MUST BE SIGNED BY THE BIDDER OR AN AUTHORIZED REPRESENTATIVE OF THE PROPOSER. FURTHER, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND ALL THE BID INSTRUCTIONS, SPECIFICATIONS, TERMS AND CONDITIONS (INCLUDING ALL ATTACHMENTS) AND AGREE, ON BEHALF OF MYSELF AND THE BIDDER TO BE BOUND BY THEM.

Signature _____

Date _____

Name & Title _____

Company Name & Address _____

VENDORS SHOULD SIGN AND COMPLETE THIS VERIFICATION STATEMENT AND ATTACH IT TO THEIR PROPOSAL.

RFP #21-15

**Operation and Management of Virtual Bookstore
Official Pricing Sheet**

1. Services _____

2. Other Cost (if applicable, list) _____

3. Increased cost, if any, to renew:

2nd Year _____%

3rd Year _____%

4th Year _____%

5th Year _____%

6th Year _____%

7th Year _____%

Vendor Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

Fax: _____ Email: _____

Signature of Authorized Official: _____

NOTE:

1. Arkansas State University-Jonesboro will not be obligated to pay any cost not identified on the Official Bid Price Sheet.

2. Any cost not identified by the bidder but subsequently incurred in order to achieve successful operation of the equipment will be borne by the bidder.