

**HACC — Central Pennsylvania’s Community College
Request for Proposal**

RFP12-07 Bookstore Inventory Control, Text Management, Accounting and Point of Sale System

Acknowledgement: Please acknowledge receipt and interest in this Request for Proposal (RFP) by completing the information requested below and faxing it to (717)901-4625. Acknowledgement due date is November 7, 2011.

Also, please include this page with your proposal.

Provider Name: _____ Contact Name: _____
 Address (include City, State, Zip): _____
 Phone: _____ Fax: _____ Email: _____

Check One: We will _____ will not _____ be responding to this RFP.
 If not responding, please explain briefly: _____

DATES:		HACC CONTRACT INFORMATION: Thomas Fogarty, Executive Director, Procurement and Business Services or Garry Crider, Procurement Services Manager Procurement Office /PC223 Three Penn Center 349 Wiconisco Street, Harrisburg PA 17110-2999 Phone: (717) 221-1300 ext 1645 Fax: (717) 901-4625
Issued:	October 17, 2011	
Deadline for Questions:	November 8, 2011 by 11:00AM	
Response to the Questions:	November 10, 2011 by 4:00PM	
Proposal Due Date:	November 30, 2011 by 2:00PM	
Interviews:	Week of January 2 nd 2012	
Award of Contract:	After the February 7, 2012 BOT	
Board Meeting: All Firms who respond to the RFP will receive a notification letter in the mail within one week after the Board meeting. Proposal results will be posted on HACC’s website: www.hacc.edu – Business & Community – Purchasing – Bid Results- RFPs – Current Bid Results RFPs FY11.)	All Firms who respond to the RFP will receive a notification letter in the mail within one week of the Board meeting.	

Terms

- All proposals must be mailed or hand delivered in a **sealed, clearly marked** envelope with company name and proposal number. **Faxes are not acceptable.**
- All proposals must be signed by an authorized representative of the company.
- The College reserves the right to select all or any items on the RFP or to reject all proposals.
- Proposals must include all costs and shipping/handling/freight charges. HACC is tax exempt.
- Do not include a copy of this entire RFP document with your response. **Only include this page.**
- Budgets must be clearly subtotaled and totaled, with one “bottom line dollar amount.”
- The copyright of all renderings made for this project shall be the property of the College.

**HACC — Central Pennsylvania's Community College
Harrisburg, PA**

**Request for Proposal
RFP12-07
for
Bookstore Inventory Control, Text Management, Accounting and Point of Sale System**

Deadline to Submit Proposals:	November 30, 2011 by 2:00PM
Sealed Proposals Must Be Delivered to:	HACC, Procurement and Business Services Three Penn Center Room PC223 349 Wiconisco Street Harrisburg, PA 17110

For information concerning the RFP process, required format and the schedule of activities, please direct questions to:

Thomas J. Fogarty, Executive Director
HACC — Central Pennsylvania's Community College
Procurement and Business Services, PC223
Harrisburg, PA 17110
Telephone: (717) 221- 1300 x 1640
Email: tjfogart@hacc.edu

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RFP, Bookstore Inventory Control, Text Management, Accounting and Point of Sale System

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Key Dates

Important dates including proposal deadlines are shown below. Dates indicated are tentative and may be changed during the RFP process due to revision of any part of the RFP because of questions from Offerors and/or additional information requested after the proposal opening. A formal addendum to this RFP will be issued to the Offerors notifying of any changes to these dates.

Activity

Date & Time

Advertisement:

October 17, 2011

Deadline for questions:

November 8, 2011 by 11:00AM

Answers to questions due:

November 10, 2011 by 4:00PM

Proposal due date:

November 30, 2011 by 2:00PM

Interviews:

Week of January 2nd, 2012

Award of contract

After the BOT Meeting February 7, 2012

Proposal Submission Contents:

Proposals must include all information required

- a. Cover Letter
- b. Provider History
- c. Qualifications /Specifications
- d. Project Plan
- e. Project Cost (**sealed separately**)

Definitions

The following terminology shall be used throughout this RFP.

Campus: HACC, Central Pennsylvania's Community College Campuses, Harrisburg, PA

College: HACC - Central Pennsylvania's Community College

Provider, Offeror: The company, firm or corporation formally submitting a response to this RFP

Contract: The purchase order generated by the final award

Purchaser: HACC - Central Pennsylvania's Community College

Request for Proposal (RFP): The written proposal to provide Processing

For purposes of this RFP, "scheduler" shall refer to employees of the college offices responsible for use of specific "spaces" on campus. The term "requestor" shall refer to any person or organization requesting space and Processing for an event.

I. Planning Requirements

A. Purpose

Harrisburg Area Community College (HACC), is seeking proposals for a comprehensive, specialized, college bookstore automation system. The successful proposer must demonstrate that their system satisfies the requirements set forth in this document.

The *Bookstore Inventory Control, Text Management, Accounting and Point of Sale System* will be used in a multi campus environment at HACC. Exact hardware and software to be purchased are unknown, however the Contractor will be required to furnish all such materials as may be ordered during the contract period. The college is not obligated under this Agreement to purchase any amount from the Vendor/Contractor.

HACC prefers a solution to provide multi-store inventory management facilities with specialized applications for each of the following: textbooks (including rentals), general books, non-book merchandise and packages which may contain any of the three merchandise types. It shall also be capable of maintaining real-time perpetual inventories at the store, department, class, category, SKU, or size/color/imprint level as appropriate. Point-of-sale support capabilities that include price-look-up, credit card processing, PCI compliant with card information not stored on HACC system, POS reports, and online merchandise sales are also required.

HACC reserves the right to carve out any product/service that it determines could be more beneficially served as a separate program or in combination with another commodity program.

This request for proposal (RFP) provides interested vendors with sufficient information to prepare and submit proposals for consideration with the intent of contracting to provide the processing described herein.

Harrisburg Area Community College is requesting firm pricing from providers, who are offering their services, with detailed comparisons between requested specifications and those of their own. Respondents are encouraged to provide enhancements to the specifications.

The College encourages participation by Woman and/or Minority Owned Business Enterprises (WMBEs).

B. Proposal Pricing Method

In a sealed envelope separate from the general proposal, cost proposals (one copy) must include all costs associated with the system, any travel, lodging, and meals are not permitted. Only the top rated proposals (See VII B, *Evaluation Criteria*) along with ties will have their sealed cost envelopes opened and scored accordingly.

All cost proposals must include a pro forma analysis based on our indicated volumes and service requirements.

Include any one-time or setup charges, research fees and all other fees that will or could be assessed. Prices quoted are the maximum for a period of 365 days from the date the Contract becomes effective. Prices are subject to change at the end of each 365-day period. Such changes shall be based on changes in actual costs incurred. Documentation of such changes must be provided with the request for price change in order to substantiate any requested change. The College reserves the right to consider various pertinent information sources to evaluate price increase requests. The college also reserves the right to consider other information related to special economic and/or industry circumstances, when evaluating a price change request. Changes may be either increases or decreases, and may be requested by either party. Approved changes shall be firm for the next 365-day period.

All Other Discounts and Rebates - Supplier shall provide a listing with detailed price discounts and rebates listed for all products not included on this spreadsheet. Please explain how your organization approaches and calculates these discounts and rebates.

C. Project Price Changes

Any changes in project work scope that alters costs must have prior approval from the Vice President for Finance and College Resources. HACC's Executive Director of Procurement and Business Services will be the authorized representative of the College for purposes of interpretation of contract requirements.

Requests for price changes shall be RECEIVED IN WRITING AT LEAST 45 DAYS PRIOR TO THEIR EFFECTIVE DATE, and are subject to written acceptance by the non-requesting party before becoming effective. In the event new prices are not acceptable, the Contract may be terminated by the College without penalty or other liability.

D. Invoices and Statements

Invoices must be descriptively itemized and must clearly indicate the applicable College purchase order number (if required), including the project name, location, and HACC account number. Invoices must be submitted in duplicate before payment can be authorized. Monthly statements may be submitted for engagements that exceed 45 days. The remaining balance is to be invoiced at time of project completion and acceptance.

A copy of the invoice statement is to be submitted to the "Bill to. . ." location identified on the contract.

E. Payment

The College will make payment to the provider from the approved invoice. Payment will be accomplished within thirty (30) days of project acceptance or invoicing, whichever is later, if the statement is as specified and the invoice statements are in proper form.

II. Request for Proposal

HACC formally invites responses to this RFP12-07 to provide a Bookstore Inventory Control, Text Management, Accounting and Point of Sale System for the College.

A. Current Environment at HACC

HACC currently is operating five separate bookstores with one centrally located ICS service and five POS servers with one located on each campus.

York Campus: Server is a Dell PowerEdge T110 with Quad Core Xeon Processor, 4 GB RAM, 2x160 GB HDD, DVD drive, NIC, internal hard disk backup (42GB). OS is Windows 2008 Server. Purchased in October 2009.

Lancaster Campus: Server is a Dell PowerEdge T100 with Quad Core Xeon Processor, 4 GB RAM, 2x160 GB HDD, DVD drive, NIC, internal hard disk backup (42GB). OS is Windows 2008 Server. Purchased in October 2009.

Lebanon Campus: Server is a Dell PowerEdge T100 with Quad Core Xeon Processor, 4 GB RAM, 2x160 GB HDD, DVD drive, NIC, internal hard disk backup. OS is Windows 2008 Server. Purchased in October 2009.

Harrisburg Campus: Server is a Dell PowerEdge T610 with Quad Core Xeon Processor, 4 GB RAM, 2x146 GB 10K RPM HDD, DVD drive, dual NIC, internal hard disk backup (80GB, Dell, RD1000 Data Cartridge, 8.5cm x 12cm x 2cm (not a tape)). OS is Windows 2008 Server. Purchased in October 2009.

Gettysburg Campus: Server is a Dell PowerEdge T100 with Quad Core Xeon Processor, 4 GB RAM, 2x80 GB HDD, DVD drive, NIC, internal hard disk backup (35GB). OS is Windows 2008 Server. Purchased in March 2009.

Central PRISM server is an IBM RS/6000 model 6C1 with a 450 MHz processor, 18 GB SCSI Disk, 512 MB RAM, CD, Floppy, NIC and 12/24 GB 4MM Internal Tape Backup Unit. Backup (40GB, HP, DDS-4, Tape 7.2 cm x 5.2cm x 1cm (C5718A)) OS is AIX 5.3. This unit was purchased in July 2008.

B. Scope of Work

Harrisburg Area Community College is soliciting proposals for a Bookstore Inventory Control, Text Management, Accounting and Point of Sale System to enhance or replace the system currently in use. It is the intention of this RFP to obtain a single solution to improve both customer service and employee efficiency. More specifically it is anticipated that the proposed solution will address the following areas:

1. Textbook Rentals
2. Digital Textbook Integration
3. Merchant and Debit Card Processing
4. Reporting
5. Security / PCI-DSS Compliance
6. Multi-Store Options

7. Disaster Recovery
8. Financial Aid Interface
9. VERBA interface
10. Training

C. RFP Clarification

Offerors may request an explanation of the intent or content of this RFP and clarification of procedures used for this procurement. No interpretation made to any Offeror as to the meaning of the RFP shall be binding on the College unless repeated in writing and distributed as an addendum by the College's Procurement and Business Services Office. Official written responses to all relevant written questions will be emailed or faxed by the College's Procurement and Business Services Office.

Requests for written explanation or clarification shall be made in writing and submitted in an envelope marked "Questions Related to RFP12-07 to HACC, Procurement and Business Services Office, ATTN: Thomas J. Fogarty, Executive Director, 349 Wiconisco Street, Suite 223, Harrisburg PA 17110, **or** by fax (717) 901-4625. Email questions are acceptable if they are directed to tjfogart@hacc.edu and or cgcridler@hacc.edu. Such requests must be received no later than November 8, 2011 by 11:00AM.

Failure of the Offeror to make appropriate inquires, evaluate any special conditions, or verify requirements of this RFP shall not relieve the provider of responsibility for fulfilling the contract in accordance with the terms of this RFP.

Oral communication with any College employee, unit, department, or organization concerning this RFP is not binding on the College and shall in no way modify the RFP or the obligation of the College or the provider.

D. Addenda to the RFP

In the event that it becomes necessary to revise any part of this RFP, HACC's Procurement and Business Services Office will provide addenda in writing to the Offerors who indicate that they are interested by returning the acknowledgement and intent to Proposal page of this document (page 1). No oral statements, explanations, or commitments by whosoever made shall be of any effect except as the College's Procurement and Business Services Office has confirmed the same in writing.

E. Acceptance of Proposals

The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Offeror, as well as the Processing to be provided. The College further reserves the right to accept or reject any or all proposals, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Offeror's response to this RFP.

The College also reserves the right to allow an Offeror to correct a defect in its Proposal provided that correction of the defect does not alter the amount of the Proposal or the scope of work required under the Proposal.

III. General Contract Provisions

A. Examination of Contract Conditions

It is HACC's intent through this RFP and contract conditions contained herein to establish to the greatest possible extent clarity about the requirements of both parties to the contract resulting from the RFP.

Before submitting a proposal, the provider shall be thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the provider's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

By submitting a response to this RFP, the Offeror represents that the Offeror has read and understands the contract specifications and conditions.

B. Contract Term

The term of the Contract will be for five (5) years and will be effective as of the date on which the Contract is executed by all parties. The Contract may also be extended, if the College determines that it is in their best interest, subject to renewal for two (1) year periods and agreement by both parties.

C. Contract Manager

HACC's Procurement and Business Services Office shall be the authorized representative of the College for purposes of interpretation of the contract requirements. Determination of adequacy of performance shall be the responsibility of the HACC Project Manager. Neither the College, nor the HACC Project Manager, nor any agent thereof, on behalf of the College, will supervise or be responsible for the actions of the provider's employees, sub-providers, or sub-provider's employees. The Project Manager shall be Kyle DiBrito, Director of College Bookstores, (717) 221-1300 x 1641.

D. Confidentiality of HACC Information

The selected Offeror may have access to, may obtain, or be given confidential information, including without limitation information concerning the College's business strategies, political and legislative affairs, students, faculty, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunication systems, and software and documentation. Certain confidential information may be protected under the Family Educational rights and Privacy Act ("FERPA"), and the Gramm-Leach-Bliley Act.

The selected firm must have administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of the College's confidential information.

HACC may conduct discussions with Offerors in order to evaluate their abilities and responsiveness to the RFP. In order to facilitate the discussions and to allow Offeror to propose responsive solutions to HACC's needs and requirements, HACC is willing to disclose certain confidential information to Offeror, including without limitation information concerning HACC's business strategies, political and legislative affairs, students, employees, contractors, customer lists, finances, properties, methods of operation, computer and telecommunications systems, and software and documentation ("Confidential Information").

By submitting a proposal in response to this RFP, Offerors agree: (i) to use Confidential Information solely for purposes of responding to and discussing the RFP; and (ii) not to disclose, permit or cause use

of, or provide access to Confidential Information to any third person or entity. Upon request by HACC, Offerors may be required to sign a Non-Disclosure Agreement.

E. PCI-DSS Compliance

For the duration of the contract with HACC, the vendor must maintain compliance with PCI DSS requirements as a Level-1 Service Provider and, as such, is responsible for securing HACC's cardholder data in all aspects of transmission, processing, authorization, and storage. The vendor must provide evidence to HACC of PCI DSS compliance on an annual basis. The vendor will continue to treat HACC's cardholder data as confidential in perpetuity. In the event of a cardholder data breach due to non-compliance with this requirement, the vendor is liable for, but not limited to any and all costs associated with the following:

- Fines imposed by acquiring bank and/or payment brand
- Costs to notify cardholders
- Credit card replacement and remediation services for impacted cardholders
- Repayment of fraudulent charges that result from data breach
- Onsite forensics audit by a PCI-Qualified Data Security Company
- Level 1 merchant certification by a PCI-Qualified Data Security Company
- Associated legal fees

IV. Rights and Remedies

A. Arbitration

All disputes between the parties to this agreement arising out of or in connection with the contract documents shall be submitted for arbitration. If arbitration is selected by the College, the College shall also select the number of arbitrators and the manner of arbitration, which shall be either: (1) arbitration according to the rules of the American Arbitration Association; or (2) referral to one of more arbitrators mutually agreed upon by the parties.

When a written decision of the College states that (1) the decision is final but subject to arbitration and (2) a demand for arbitration of a claim covered by such decision must be made within thirty (30) days after the date on which the party making the demand received the final written decision. Failure to demand arbitration within said thirty (30) days' period shall result in the College's decision becoming final and binding upon the College and provider.

In responding to a claim brought by a provider, the College shall have a minimum of forty-five (45) days in which to respond to a revised claim prior to the arbitration hearing.

B. Litigation

In the event that any term of this contract is the subject of litigation, it is hereby agreed that the parties in that litigation shall pay their own attorney's fees and court costs incurred, including court costs and attorney's fees incurred in appellate proceedings.

C. Venue and Jurisdiction

The terms and conditions herein constitute the sole and entire agreement among parties and the laws of the Commonwealth of Pennsylvania shall govern any disputes. In the event of litigation concerning this agreement, venue shall be in the County of Dauphin Courts, Harrisburg, PA.

D. Right to Audit

The College and appropriate designated representatives reserve the right to audit the College account records and other financial records of the provider, as they pertain to the College. Auditors selected by the College, if deemed necessary by the College shall, perform such audits.

E. Force Majeure

Neither party to this Agreement will be liable to the other for any failure or delay in performance under this Agreement due circumstances beyond its reasonable control including, without limitation, Acts of God, accident, labor disruption, acts, omissions and defaults of third parties, and official governmental and judicial action not the fault of the party failing or delaying in performance.

V. Proposal Submission

Any term or condition stated in this RFP document shall be considered accepted by the provider unless specifically objected to by the provider. The College may accept or reject provider's alternative proposals to the terms of this RFP. A proposal may be rejected if it is incomplete or conditional.

To receive consideration, proposals shall be made in agreement with the instructions as stated in this RFP, and such proposals and awards made therein shall be subject to all of the terms and conditions hereof:

A. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror's capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

B. Incurred Cost

The College is not liable for any costs incurred by the Offeror in the preparation and presentation of their proposals.

C. Signatories

The proposal shall include information as requested throughout the RFP. The signature of all persons authenticating the proposal shall be printed and written in longhand in any designated area on page one (1) of the master copy. The proposal shall be signed with blue ink.

D. Proposal Deadline

To be considered for selection, proposals shall arrive at HACC's Procurement and Business Services Office, Three Penn Center, 349 Wiconisco Street, Suite 223, Harrisburg, PA, 17110, by November 30, 2011 by 2:00PM. Proposals must be in a sealed container, clearly marked "Request for Proposal RFP12-07, Bookstore Inventory, Text Management, Accounting and Point of Sale System." Pricing must be submitted in a separately sealed envelope. Allow time for normal mail delivery to ensure timely receipt of proposals by HACC's Procurement and Business Services Office. Proposals arriving after the deadline will not be considered. All proposals become the property of the College.

E. Number of Copies and Mailing of Proposal

Five (5) copies of the general proposal will be submitted in a sealed container clearly marked with the name of the proposal and labeled "Request for Proposal RFP12-07, Bookstore Inventory Control, Text Management, Accounting and Point of Sale System." One (1) of the copies shall be marked "Master Copy" and will contain original signatures. The remaining copies do not require original signatures. **No cost information is to be contained in the general proposal.**

In a separate sealed envelope please submit one copy of the Proposal Form and separately one copy of optional cost information. The proposals must be addressed as follows:

Request for Proposal RFP12-07
HACC Procurement and Business Services
ATTN: Thomas J. Fogarty
Three Penn Center
349 Wiconisco Street,
Harrisburg PA 17110

VI. Format for Proposal

The proposal shall be **clear, concise and limited to no more than 30 pages (excludes cost proposal)**. Use a table of contents or tabs for ease in finding necessary information is encouraged. The title page accompanying the proposal shall be signed by the person or persons required and authorized to legally bind the firm to the proposal and shall specifically state that the firm shall complete all Processing set forth in the proposal within the proposed time limits to the satisfaction of the College. Proposal shall be on 8 ½ x 11 paper only.

A. Cover Letter

The cover letter shall contain a brief introduction of the provider and the proposal. The letter shall be concise and need not repeat any of the detailed information set forth in the proposal; however, any terms or conditions of this RFP to which the provider objects and/or does not accept shall be clearly stated in the cover letter along with any alternatives or further explanation. At a minimum, the cover letter page shall be on company letterhead and shall include the name and working address of the firm submitting a proposal, the name and telephone number of the primary company representative to be contacted with reference to the proposal, and the date of submission.

B. Provider History

Each proposal must include a brief (one page) profile demonstrating an established, successful track record of past performance in providing Bookstore services related to the requirements specified in this RFP. Explain:

1.1 Experience

- 1.1.1 Provide a general overview and brief history of your organization, including parent and/or subsidiary companies and the number of employees.
- 1.1.2 How long have you been a provider of computerized bookstore systems?
- 1.1.3 Is your firm also a wholesaler of college textbooks?
- 1.1.4 How many college bookstores are using one or more of your software products?
- 1.1.5 Do you develop and directly support each of the software modules you support?
- 1.1.6 How many bookstores with multiple locations are using your system?

C. Provider Qualifications/Specifications

Each proposal must contain a completed proposal and a description of the provider's system and qualifications in accordance with this RFP. Additional emphasis should be made in addressing the following criteria:

- 2.1 Financial Performance – HACC, Central Pennsylvania's Community College assesses the financial performance of current and potential Suppliers as part of the Supplier selection process. You will need to provide the following information:
 - 2.1.1 A copy or link to your latest Audited Annual Report or other documentation describing your current and projected financial performance.

- 2.1.2 If one or more rating firms rate your organization, e.g., Moody's and S & P, indicate your long and short-term ratings.
- 2.2 Customer References –
 - 2.2.1 Please provide a minimum of three customer references (including contact information) whose business profile is similar in size and scope as represented by this RFP. References from other colleges or universities service providers are especially desired within the Pennsylvania area. Multi store users only.
- 2.3 Security / PCI-DSS Compliance - The security of sensitive customer information is very important to the College as is meeting the requirements of the Payment Card Industry Data Security Standard (PCI-DSS).
 - 2.3.1 Outline the security measures in place for the protection of data transmitted for processing.
 - 2.3.2 Describe the security measures used to prevent unauthorized user access to either the system or the data.
 - 2.3.3 Describe security measures used to protect Internet transactions.
 - 2.3.4 Provide a current report of compliance or other evidence showing compliance with the PCI-DSS.
- 2.4 System Management
 - 2.4.1 What are established service levels for system availability?
 - 2.4.2 Do you have a practical and viable *Continuity of Operations/Disaster Back-Up and Recovery Plan* in the event of disrupted services? If yes, provide a copy with your proposal.
 - 2.4.3 What is your process for scheduling changes to the application?
 - 2.4.4 How much notification do you provide prior to making changes to the application on the HACC system?
 - 2.4.5 Do you distinguish between emergency and non-emergency changes?
 - 2.4.6 How are changes to the application on the HACC system documented/tracked?
 - 2.4.7 What is your procedure for configuration management?
- 2.5 Key Personnel
 - 2.5.1 Provide an organizational chart showing how key personnel are related for problem resolution and escalation
- 2.6 Customer Service Plan
 - 2.6.1 The bidder shall have an accessible customer service department with an individual or department assigned to the College. The bidder shall strive to respond to all customer

service inquiries within one business day. A telephone number (toll-free is preferred) for customer service calls shall be provided.

- 2.6.2 Describe your customer service organizational structure. Is the customer service function performed in-house, or is it outsourced?
- 2.6.3 What is your emergency protocol if our system is down?
- 2.6.4 What are the hours of operation for the customer service unit? Specify time zone.
- 2.6.5 Does your company have 24-7 emergency support for POS and ICS?

D. Project Plan

Each proposal must include a draft project plan that includes a list of specific tasks, timeline for their completion, and expected outcomes. It is assumed that the project will include routine updates to identified College personnel. The project plan should explain any processes for communicating progress and processes for resolving any misunderstandings about project deliverables.

Include a maximum one page resume for each project manager by discipline (included in 20 page maximum) highlighting relevant experience. List only those individuals who will be assigned to the project.

3.1 Deployment of Back Office Functionality

- 3.1.1 Does your system have multi-store capabilities, including audit-able transfers, multi-store buyback, consolidated ordering, consolidated returns as well as on-screen inventory for all stores?
- 3.1.2 Describe your textbook management system.
- 3.1.3 Describe your inventory management and control system.
- 3.1.4 Describe your accounts receivable for department charges.
- 3.1.5 Describe your Financial Aid interface with Banner. Does it offer automatic updating and real time integration into POS? Explain in detail how the system works with Accounts Payable, Accounts Receivable, Basic student information and import of course information. How do you maintain and support these interfaces as the POS or Banner system upgrade?
- 3.1.6 Describe your Accounts Payable module.
- 3.1.7 Does your system have the ability to receive department/course/enrollment information from the campus system and does it automatically update enrollment data?
- 3.1.8 Does your system have integration to the POS system that will be installed at all five HACC locations?
- 3.1.9 Is your system integrated with SciQuest?

3.1.10 What additional Accounts Receivable modules do you have available?

3.1.11 List any additional features your back office system has.

3.2 System Hardware and Operating System

3.2.1 How are updates processed? Buyer's Guide, closing sales month, yearly updates

3.2.2 How is the daily backup processed?

3.2.3 How much memory does the ICS server have?

3.2.4 Describe the multi-store system so it keeps five separate inventories but maintains consistent pricing with all five stores.

3.2.5 Where is the ICS server housed?

3.2.6 What type of POS hardware do you use and how does that interface with the ICS server?

3.2.7 Describe what unique features your POS system has. (Do receipts have bar codes for easy lookup, Does POS allow for signature capture, Can students swipe their own credit card, SKU lookup, Touch screen to name just a few)

3.2.8 What type of POS Terminal do you use and does HACC have the option to configure their own leased PC's to operate the register?

3.2.9 Describe how your system offers hardware maintenance and support.

3.3 Application Functionality

3.3.1 Describe your integration with other applications. (POS, SFA, Accounts Payable, and e-commerce.

3.3.2 Can your system upload data from our current system to provide history? How do you ensure data validity?

3.3.3 What information is imported each month with the Buyer's Guide?

3.3.4 Do you allow other Vendor Buyer's Guide to be loaded into your system or for the bookstore to purchase for other vendors when a book has no value to you?

3.3.5 What type of Digital Textbook system do you have in place?

3.3.6 Describe in detail your online adoption process.

3.3.7 What interface do you have in place to utilize VERBA?

3.3.8 What type of course pack and bundle support does your system have?

- 3.3.9 Describe your open-to-buy process.
- 3.3.10 Describe your electronic buying process. Wholesalers and Publishers
- 3.3.11 Describe your receiving process.
- 3.3.12 Describe your invoicing process.
- 3.3.13 How does price change management work for the multi-store?
- 3.3.14 What type of bar code system do you use?
- 3.3.15 Describe your returns cycle?
- 3.3.16 Describe your book buyback process and if you have a multi-store buyback process how does that work? Can in-store credit be issued to student instead of cash at a higher rate?
- 3.3.17 Can your system allow the bookstore to do remote buybacks?
- 3.3.18 Describe in detail how your report generator works.
- 3.3.19 Does your system provide scheduled reports or automation?
- 3.3.20 What are the delivery mechanisms for scheduled reports?
- 3.3.21 What format are reports in and can they be printed and emailed?
- 3.3.22 Do your scheduled reports allow for distinctive or custom names?

3.4 Textbook Rental Module

- 3.4.1 Describe in detail your textbook rental program?
- 3.4.2 If you are a wholesaler how does your rental program work?
- 3.4.3 Does your rental program work in the multi-store environment? Can a student rent a book from one bookstore and return it to another?
- 3.4.4 Can your system interface with an email system to send emails
- 3.4.5 Can your system interface with Banner to bring email addresses in at POS?
- 3.4.6 Can your system interface with a phone system to text customers?
- 3.4.7 Describe any other communication tools your system provides.
- 3.4.8 How does your system handle inventory when a textbook is rented?
If the textbooks do not leave inventory, please provide screen shots of your order decision screen and describe how it delineates rental inventory from stock on hand.
- 3.4.9 Do you require all rental inventories to be returned to you at the end of term?

3.4.10 Can we choose to rent custom textbooks with your rental program?

3.5 Merchandise

3.5.1 Is your general merchandise module separate from your textbook module?

3.5.2 Describe in detail the general merchandise process. (from creating the SKU, making buying decisions, generating PO's, receiving, invoicing, noting defectives, and returns) Provide screen shots for these applications.

3.5.3 What special features does your system have that are advantages to a multi-store user?

3.5.4 Can the system suggest store transfers for balancing general merchandise inventory between locations based upon a user-defined model for stock on hand?

3.6 Inventory

3.6.1 Does the system support taking physical inventory at a variety of levels, including store, division, department, class, and SKU?

3.6.2 Can it automatically calculate the cost of this inventory?

3.6.3 Is cost calculated using FIFO or weighted Moving Average Inventory valuation methods?

3.6.4 Is physical inventory possible using portable terminals and hand-held scanners?

3.6.5 Is physical inventory using wireless hand-held scanners terminals supported?

3.6.6 Are reports for Items Not Scanned available?

3.6.7 Are reports available for Items Not Found if using the portable terminals that communicate in batch mode?

3.6.8 Are reports by store fixture available?

3.6.9 Are reports by item/SKU available?

3.6.10 Are reports by merchandise classification/DCC available?

3.6.11 Describe the level of inventory control your system operates under.
Can it be set to require an explanation or comment line for any and all stock adjustments?
Can Stock adjustment reports be run that include comments?
Can a shrinkage report be run?

3.7 E-Commerce

3.7.1 Can the site be customized using HTML editor such as Microsoft Expressions to allow it to more closely resemble our site?

- 3.7.2 How is E-Commerce integrated with sales posting, sales history, item/book master, perpetual inventory, and stock ledger?
 - 3.7.3 Can E-Commerce services proposed by the vendor without need to procure a server?
Can E-Commerce server be upgraded without affecting E-Commerce site availability?
Are E-Commerce capabilities scalable to suit the needs of our operation without expensive hardware or software upgrades?
 - 3.7.4 Explain the following
 - A. Manage customer registration and electronic address book
 - B. Track orders
 - C. Calculate prices and total cost
 - D. Offer Discounts
 - E. Calculate shipping charges
 - F. Validate payment information
 - 3.7.5 Describe your E-Commerce customer service.
 - 3.7.6 How much customized freedom will the bookstore's website designer have?
 - 3.7.7 Can textbooks be rented online? If yes explain how.
 - 3.7.8 Can financial aid be used online? If yes explain how.
 - 3.7.9 Does E-Commerce have both a shipping and paid pickup option?
 - 3.7.10 Does E-Commerce provide automatic updating and real time integration into POS.?
 - 3.7.11 Would your system support a multi-store website for general merchandise?
 - 3.8.12 Does your system provide the bookstore with real time buyback prices on the website?
 - 3.8.13 Is there a system in place for multi-store users? For example if a student rents a book from one store and wants to return it to another)
- 3.8 Miscellaneous features
- 3.8.1 Does your system have a Customer Loyalty Program? If yes how does that work?
Describe in detail the membership module and does it report purchase history. Can membership be recognized by different plans or groups; faculty, students, staff, Student government etc.....
 - 3.8.2 If we were to develop an internal debit card would your system be able to support that?
 - 3.8.3 Does your system offer a hand-held wireless POS device and what are the specifications.
 - 3.8.4 Does your system offer a price checker system?
 - 3.8.5 Describe your in store gift card process.
 - 3.8.6 Is there an "in store credit" system (buyback and/or at the register)?

3.8.7 Does your system allow for scheduled markdowns and sales events?

3.9 Training

3.9.1 Describe in detail the user training your company provides prior to installation and setup. Include details regarding preferred training methods, time required for each module, and training locations.

3.9.2 Does your company offer secondary training after the installation process? If you do not offer follow up training in your standard training package, provide details as to how your company ensures that our bookstores are using the system to its fullest capacity.

3.10 Buyback

3.10.1 Describe your various buy-back commitment plans? Do you provide buyers for buyback week?

3.10.2 Describe your company's marketing and promotional support for buyback, and any accompanying rewards or points programs that can be earned by the bookstore.

3.11.3 Does your buy-back program work in the multi-store environment? Can we buy from multiple lists for each others stores and how is inventory handled?

3.11.4 Provide a screen shot of a buyback, is there room for unique comments such as "Must have all components".

E. Project Cost

An itemized fee breakdown by task for all costs must be provided as part of the proposal. The total cost is to be proposed as a "not to exceed" amount. Travel, lodging, materials, and telecommunications, etc., are not permitted.

4.1 Pricing

4.1.1 Provide a price schedule for the services described in the RFP; discount rates and all other fees.

4.1.2 Provide the system installation and training fee?

4.1.3 Can customers order, signs, hardware and other supplies through you or directly from a vendor? How are they handled? What are the costs?

4.1.4 How and when is the customer notified of price adjustments?

VII. Evaluation

A. Proposal Process

1. After the date established for receipt of proposals, a register of proposals shall be prepared which shall include the name of each Offeror. The register of proposals shall be open to public inspection only after proposal opening. No additional proposals will be accepted after the opening date.
2. The evaluation shall be based on the evaluation factors set forth in this RFP. Factors not specified in the RFP shall not be considered.
3. For the purpose of conducting discussions, proposals shall be initially classified as:
 - a. responsive; or
 - b. non-responsive
4. Discussions may be held with one or more Offerors to:
 - a. Promote understanding of the College's requirements and the provider proposals;
 - b. Facilitate arriving at a contract that will be most advantageous to the College taking into consideration all factors set forth in the RFPs;
 - c. Discussions may include oral presentations, interviews, and demonstrations, responses to specific questions, modifications, and negotiations. Offers shall not be informed of their rank at the time of discussions. The College reserves the right to visit and inspect other sites of the potential provider;
 - d. Offerors must be prepared to send qualified personnel to discuss technical and contractual aspects of the proposal;
 - e. One or more Offerors may be provided an opportunity to submit a "best and final" offer.
5. References and the credit and financial responsibility of the proposals may be verified as appropriate.

B. Evaluation Criteria

All proposals must meet or exceed mandatory requirements outlined in this RFP in order to be reviewed. Those proposals meeting the minimum mandatory requirements will be considered based upon a point scoring evaluation system described in this section.

Information and data for scoring will come from information supplied with the provider's proposal from the references and any clarification information requested by the College. Points will be tallied for three areas: *History and Provider Qualifications / Specifications*, *Project Plan*, and *Total Cost* of the proposal. The maximum possible points for the combined areas will be 100 points, with an additional maximum points for an interview from the top proposers.

On Site Interview: After evaluation of *Qualifications and History* and *Project Approach*, the evaluation committee will invite a number of top proposers to interviews. The purpose of the interviews is to promote understanding of the College's requirements and the proposer proposals as well as ascertain the understanding of Higher Education as it relates to this RFP, communication skills and chemistry between the suppliers key personnel and primary stake holder at the college, and elaboration of the project approach.

The top proposers to be interviewed will be notified the week of December 19th, 2011, with interviews to be scheduled the week of January 2nd, 2011.

History and Provider Qualifications / Specifications (30 points maximum)

Demonstrated and established, successful track record of past performance in providing bookstores needs specified in this RFP. Particular attention will be given to prior experience with projects of similar size and scope, financial performance, customer references, security / PCI-DSS compliance, system management, key personnel and customer service plan. These areas will be evaluated and awarded a maximum of 30 points.

Project Plan (50 points maximum)

Information provided by references and in the general proposal for deployment of back office functionality, inventory, systems hardware and operating system, application functionality, textbook rental module, merchandise, e-Commerce, buyback, training, and miscellaneous features will be evaluated and awarded a maximum of 50 points.

Total Cost (20 points maximum)

SUBMITTED IN SEALED SEPARATE ENVELOPE

The cost envelopes of the top rated proposals in the areas above will be opened and will receive points according to the following formula:

$$\frac{\text{Lowest Performa total cost}}{\text{Performa of Proposal being evaluated}} \times \text{max. points (10)} = \text{points awarded}$$

Interview (Additional 10 points maximum)

VIII. Award of Contract

The College will review all proposals. The College reserves the right to cancel the selection process or the negotiations when a selection is made or at anytime prior to entering into a formal written agreement with the provider.

The College intends to execute a contract with the provider submitting the proposal which the College determines to best meet the College's requirements. The College will be the sole judge of the acceptance of any and all proposals.

In awarding the contract, the College may take the following into consideration: the references, experience, responsibility, reputation, financial standing of the respondent, and the ability of the provider to provide an advantageous time schedule for providing service. The inability of any respondent to meet the requirements may be cause for rejection of the proposal.

After selection approval by the College's BOT, HACC's Procurement and Business Services Office will cause a contract/purchase order to be prepared for signatures by both parties. A contract will be issued to the responsible provider whose proposal is the most advantageous to the College, taking into consideration all evaluation factors. No other evaluation criteria, other than that outlined in this proposal, will be used.