ADDENDUM #1
RFP #2017-07, Bookstore POS & Inventory Management System

This Addendum forms a part of the Contract Documents and modifies the original Contract Documents. Acknowledge receipt of this Addendum in space provided on the Bid Proposal Form. Failure to acknowledge may subject Bidder to disqualification.

I.   REQUEST FOR INFORMATION:

1.   The 'Current Conditions' on page 1 states that there are presently 9 registers (8 at Fullerton and 1 at the Anaheim store). Please specify how many other computers will be running the POS/Textbook Management System being requested – including servers and back office workstations.

A.   **17 total: 7 registers at Fullerton, 1 at Anaheim, 1 workstation at Anaheim, 7 workstations at Fullerton and 1 server**

2.   Is the Anaheim store on the same network as the Fullerton store? Does the Anaheim store have a separate database or share the database with the Fullerton store?

A.   **No, the district offices where the Anaheim store is located is currently on a separate network from Fullerton College. Under our current system Fullerton and Anaheim share the same database.**

3.   Are students allowed to use financial aid funds for purchases in the Bookstore? What financial aid system is the college using?

A.   **Yes, however remaining financial aid funds after tuition and fees are placed on a debit card that can be used like any other credit card.**

4.   Does the college provide a 'campus card' with a declining balance for student use? If so, what campus card system is being used?

A.   **No.**

5.   Will the requested system have access to student information for a rental program?

A.   **This is possible and desired but depends on approval of district IS review of selected system's security.**

6.   What Accounting System is the college using?
A.   **Banner.**

7.   In the Accounting Module, please explain what is meant by having multiple accounts for each student entry.

A.   **A given student may have several programs they may be eligible to charge against like EOPS, CARE, Foster Youth etc., each of which are tracked separately.**

8.   Is the college currently using Verba? If so, which Verba product(s)? Does Verba handle the college's rental textbooks?

A.   **No, however we hope to use Verba with the selected system.**

9.   Page 4, second bullet under section "9. Hardware and Software"
indicates the need for pole displays. Are pole displays a requested due to counter set up or will a customer facing read out (for instance on the back of the register) be acceptable.

A.   **Any display showing transaction total that is visible to the customer would be acceptable, our current counter setup has the registers recessed 4" from the surface of the counter.**

10.   There is no mention of accounts payable needs under the accounting section. Will accounts payable and/or general ledger needs be handled in another software product? If so, is there any desire to provide a gateway to the product?

A.   **All accounting processes are passed to the Bursar's office and are processed through Banner. In our current system we use dummy GL numbers for functionality purposes and do not pass any data directly from our system to Banner.**

11.   The top of page 12 mentions Exhibits D, E and F of this RFP. However, we only seem to have received Exhibits A, B and C. Where might we locate Exhibits D, E and F?

A.   **The exhibits for this RFP are as follows:**

    Exhibit A – Non-Collusion Affidavit

    Exhibit B – Consultant Declaration

    Exhibit C – ISP 05-1-2 Guidelines for E-Processing Credit Cards

12.   Exhibit C: ISP 05-1-2 Guidelines for E-Processing Credit Cards: This refers to credit card processing both at the Point of Sale as well as online correct?

A.   **Yes, please see the figure in the document. These guidelines were developed by District IS and technical questions regarding these requirements should be referred to them.**

13.   Page 3, Section 5. General Merchandise Module and the 6th bullets mentions the desire to "link SKUs." Please explain a little more in regards to the desired linking purpose. Does this refer to linking items for suggested customer purchases online?

A.   **This item is referring to the ability to link the sku's of individual items to the unique sku of a package of said items.**

14.   Page 3, Section 3, Textbook Module mentions "Ability to run multiple wholesalers/other vendor rebate programs through the store POS system or integrate well with a 3rd party tracking system." This is in reference to rental rebate programs correct?

A.   **Yes.**

15. Page 4, Section 8, Additional Desired Features mentions "Ability to notify third party applications via Web Hook, or RESTful API of specific transactions as they occur, or at a minimum, to generate comma separated files of these transactions and transfer them via FTP/FTPS to other servers." Are these specific transactions from a back office perspective, point of sale perspective, web commerce or all?

A. **This is a technical request from campus IT and refers to the ability of the system to connect with the campus student database for the purpose of automatically uploading to the student's campus account campus printing funds that are purchased in the bookstore.**

16. Can the existing RedHat Linux virtual server be utilized to host the VisualRATEX and POS applications as part of our RFP response?

A. **It is the desire of the Bookstore to be able to process credit cards via terminals that "talk" to the chosen POS system and transmit via the network, District IS has informed the store that a physical server located in the campus' secure server facility would best meet their security requirements.**

17. The RFP information contains a discrepancy on the number of registers that are needed for the Fullerton College bookstore. Page 1 of 22, the information reflects a total of eight (8) registers whereas on Page 4 of 22, section 9 "Hardware and Software" indicates a total of nine (9). Could you please clarify the number of registers required for the Fullerton College bookstore?

A. **8 total registers are being requested, 1 for the Anaheim location and 7 for the Fullerton location.**

18. Can the Fullerton College bookstore network be utilized to support the necessary communication of encrypted consumer credit card information via PCI certified Verifone MX-915 devices with P2PE, EMV and tokenization?

A. **That is the goal of the Bookstore and the purpose of Exhibit C. However; this is a question for District IS who would need to approve of any proposed card processing solution before it could be implemented.**

19. Is the Fullerton College bookstore interested in leveraging it's used book/buyback business as part of our proposal response? If yes, could you please supply in dollars your annual retail and wholesale buyback figures.

A. **No, but the bookstore is open to discussing the possibility.**

20. Having seen the bookstore industry change dramatically over the past several years, I would recommend that the proposal request itemized costs for the initial purchase as well as maintenance figures for a five (5) year period so a thorough cost of ownership can be evaluated by the RFP committee.

A. **That would be preferable in providing the best possible comparison.**

21.   Tab 2; Qualifications, Related Experience and References – fifth bullet point. What specific information is being requested? Does this apply to litigation results for breach with customers, with vendors or with both?

A.   **Litigation results for breach with both, customers and vendors within the last 5 years.**

22.   Exhibit B, last question, please clarify, does the question pertain to notice of termination under normal business practices (e.g. as defined in a contractual agreement) or in a case of breach of contract?

A.   **Breach of contract.**

23.   Current Conditions – Please clarify the following;

        Bar code printer model number

        A.   **9855**

        Printer make and model

        A.   **Monarch Paxa**

        POS terminal CPU make and model

        A.   **VIA Esther 1Ghz**

        Cash drawer, pole display, any other peripherals not otherwise specified; makes, models and connection types

        A.   **APG Cash Drawers, Ultimate Patron UTCPD1100XLB Pole Displays, Axiohm 7156 Thermal Printers, Cherry Keyboards, Symbol LS 2208 Scanners**

        Please verify the CPUs are running Windows XP

        A.   **All registers are currently running Windows XP**

        Does the virtual server run Windows?

        A.   **No, it is running Linux RedHat**

        Does the college use campus cards? If so who is the provider?

        A.   **No.**

24.   Annual gross sales of the bookstore.

A.   **For fiscal year 2015/2016 sales were $4,892,882.02 for the Fullerton location and $97,352.48 for the Anaheim location.**

25.   Annual rental volume in units and dollars. Please differentiate between in-store rentals and wholesale partnership rentals.

A.   **For fiscal year 2016 / 2017 the bookstore rented one title in store which resulted in revenue of $16,906.25 for units rented, all other rentals were through affiliate relationships.**

26.   Annual book sales to wholesale vendors (do not include rental).

A.   **Three years average $38,947.00**

27. Annual book purchases from wholesalers.

A. **For fiscal year 2016 / 2017 $780,190.80 in textbooks were purchased from wholesalers.**

28. How many days each are the Fall and Spring buybacks?

A. **5**

29. Does a wholesale vendor provide student buyback services? If so, how many vendor buyers are provided to the bookstore for each buyback?

A. **Yes for start of term buys, no for end of term buys.**

30. Does a wholesale vendor provide funding for buyback? If so, how much per major buyback (Fall & Spring)?

A. **Yes for start of term (wholesale only) buy, approximately $5000**

31. Of the buyback funds, how much is used for store purchases (books kept by the bookstore)?

A. **Any books bought back for the store come from the end of term buy which the bookstore has not procured wholesale partner funding.**

END OF ADDENDUM #1