



# Trenholm State

## COMMUNITY COLLEGE

### **REQUEST FOR BID (RFB) INVITATION:** **Online Bookstore Management Services**

**RFB#2019-20 002**

**Date: May 27, 2020**

#### **INSTRUCTIONS TO BIDDERS**

Trenholm State Community College will receive sealed bids for **On-Line Bookstore Management Services**, herein after described and specified in Exhibit A.

All proposals must be in sealed envelopes and must be received in the Business Office to the attention of **Sharon Mahaffey** no later than **June 17, 2020** by at **2:00p.m.** The bid opening will be held at **2:00p.m.** in the **Business Office, 1225 Air Base Blvd, Montgomery, Alabama on June 17, 2020.**

Sealed bids may be **mailed** to Trenholm State Community College, ATTN: Sharon Mahaffey, Post Office Box 10048, Montgomery, Alabama or **delivered** to the Trenholm State Community College Business Office located at, 1225 Air Base Blvd., Montgomery, Alabama 36108.

**Original signatures shall be in longhand and shall be the legal name of the bidder, or the person authorized to sign. The completed forms should be without interlineations, alteration or erasure. The original proposal must be submitted in ink. Any additional copy requirements will be identified in the specifications.**

No oral, telegraphic or telephone proposals or modifications will be accepted. The bidder, before submitting a proposal, shall carefully examine the specifications to fully inform himself as to all conditions and limitations.

All items delivered shall be free from defects in materials and workmanship. Any and all items found to be defective or failing to meet specifications shall be deemed unacceptable, removed from the premises and replaced by the vendor at no cost to the college.

All bids shall remain in force for a period of **THREE YEARS** with options to renew unless otherwise specified on the proposal form and may be rejected by Trenholm State Community College at any time prior to the expiration of this period. Trenholm State Community College reserves the right to reject any/or all bids as may be deemed in its best interest, and reserves the right to award the contract or contracts to other than the low bidder if in the interest of the ultimate economy and standardization to do so.

All bids received shall guarantee items bid to meet or exceed specifications listed. If quoting is based on items other than specified, pictures, description and specifications shall accompany such bids. Bidder shall specify make and model quoted.

Services furnished as a result of this bid **shall be delivered prices** to purchaser and must meet or exceed the specifications referenced herein. Items not conforming to specifications may be rejected and returned at the vendor's expense.

Items not delivered in accordance with the general specifications and/or special conditions of this bid concerning quantity and quality, etc., may be purchased on the open market and any increase of cost over the bid price shall be charged to the vendor.

All materials, equipment, etc., shall be new and of kind specified, and shall be in undamaged condition when turned over to the college. Vendor shall be responsible for making any claims for items received damaged in shipment.

All prices submitted on this proposal are to be delivered prices and shall not include any state or local taxes.

Reference to brand name, manufacturer's suppliers, catalog numbers, etc., is intended to set quality standards and does not exclude bids from others as long as quality standards are met. It is the college's intent not to accept a lesser quality than is set forth in these specifications. Manufacturer's specifications shall prevail as if written in full detail.

All bidders are to submit bids on proposal forms furnished by Trenholm State Community College, which are enclosed. All items must have a unit price and extended price. In case of discrepancies, the unit price shall govern.

Quantities given herein are believed to be correct, but the right to alter or vary these quantities or the right to purchase additional materials above the stated herein at the bid price is reserved.

Questions regarding the formalities of the bid process should be directed to:

Sharon Mahaffey  
[smahaffey@trenholmstate.edu](mailto:smahaffey@trenholmstate.edu)  
(334) 420-4252

Questions regarding the specifications of the bid should be directed to:

Sharon Mahaffey  
[smahaffey@trenholmstate.edu](mailto:smahaffey@trenholmstate.edu)  
(334) 420-4252

## Contents

I.	GENERAL INFORMATION .....	4
II.	METHOD OF AWARD .....	6
III.	CONTRACT PERIOD .....	8
IV.	PRICING.....	8
V.	QUANTITY .....	8
VI.	METHODS OF PURCHASING .....	9
VII.	BACK ORDERS .....	9
VIII.	CANCELLATION .....	9
IX.	DEFAULT .....	9
X.	INDEMNITY .....	9
XI.	SPECIAL REQUIREMENTS .....	10
XII.	MANUFACTURER'S NAME AND SUBSTITUTIONS.....	11
	On-Line Bookstore Services.....	15

**BIDDERS ARE REQUESTED TO RETAIN THESE SPECIFICATIONS, CONDITIONS AND INSTRUCTIONS FOR FUTURE REFERENCE.**

**I. GENERAL INFORMATION**

- A. These instructions, conditions, and specifications are in addition to and are part of the instructions and conditions that appear on the printed Trenholm State Community College's "BID SHEET" form and shall govern the selections of the items listed.
- B. All bids shall be returned on the form provided by the Trenholm State Community College Business Office.
- C. All bid forms shall be signed and dated by the bidder. If not signed and dated, the bid will be considered as non-responsive to the bid request. Two (2) non-responsive bid requests will result in a vendor being removed from Trenholm State Community College's vendor list.
- D. Firm prices shall be bid and include all packing, handling, shipping charges and delivery to the destination shown.
- E. In the event of extension error(s), the unit price will prevail and the bidder's total offer will be corrected accordingly. In the event of addition error(s), the bidder's total will be corrected accordingly. Bidders must check their proposals for any such errors and state the discount(s) in the proposal where applicable. Failure to do so will be at the bidder's risk.
- F. The delivery point shall be to Trenholm State Community College. Each carton or package for each purchase order is to have the following information: Department name, purchase order number and serial number.
- G. If items are installed by the vendor, the vendor is responsible for the prompt removal of all debris resulting from the installation.
- H. Trenholm State Community College reserves the right not to award on the basis of low bid only. Quality, conformity with specifications, purpose for which required, terms of delivery, terms of payment, transportation, dates of delivery, past service, and experience are among the factors that may be considered in determining the lowest responsive /responsible bidder.

- I. In the event the low bidder(s) refuses to accept the entire requirements without deviation, their bid will then be considered non-responsive and their bid bond/check will be forfeited to Trenholm State Community College. After refusal by the first bidder, the bid may be awarded to the next lowest bidder.
- J. Specifications are written as if in full detail. Use of specific names and numbers is not intended to restrict the bidding of any seller and/or manufacturer, but is solely for the purpose of indication of the type, size, and quality of materials, products, service or equipment considered best adapted to the College's intended use.
- K. Vendors shall bid on all items within the specified group/category. It is the intent of Trenholm State Community College to award the bid by groupings/categories or as a total package bid award, however, the College reserves the right to award the bid in any manner, which will best serve the interest of Trenholm State Community College.
- L. The successful bidder shall guarantee all material and labor for a period of not less than one (1) year against defects in material or workmanship. The guarantee shall commence from the date of acceptance. The successful bidder shall replace any material which is defective (except when it is clearly shown that the defects are caused by misuse and not by the manufacturer) immediately upon notification at no additional charge. Additional warranty considerations may be a factor in the bid award.
- M. Trenholm State Community College is tax exempt from all tax. This statement in no way is to be construed as relieving the seller or contractor from their tax obligation.

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116), CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. **BY SUBMITTING THIS BID, THE BIDDER IS HEREBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557.** THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.

- N. Bids delivered in Federal Express, UPS, or any other such deliverer's envelope shall be sealed in a separate envelope inside the deliverer's packaging. The bid name, number and bid opening date shall be written on the outside of deliverer's envelope. Failure to do this may cause the bid to be inadvertently opened and thus rejected.
- O. Trenholm State Community College believes in equal opportunity practices which conform to both the spirit and the letter of all laws against discrimination and is committed to nondiscrimination because of race, creed, color, sex, age, national origin, or religion or other classification protected by law.
- P. Trenholm State Community College encourages contractors and suppliers to utilize minority business enterprises when providing goods and/or services. Minority business enterprises are those business controlled by individuals who are members of a minority group and include African Americans, Hispanic Americans, Native Americans and Asian Pacific Americans.

## **II. METHOD OF AWARD**

- A. Trenholm State Community College reserves the right to accept the lowest bid on all items combined from one bidder or any feasible combination of bids by items from different companies that result in the low bid.
- B. The award will be made to the lowest responsive and responsible bidder or bidders meeting requirements and specifications. Bidders will be responsible for furnishing all product requirements, requested on the bid, to Trenholm State Community College.
- C. In the event the low bidder refuses to accept the entire requirements in a category without deviation, his bid may then be considered non-responsive.
- D. A refusal by the first low bidder may result in a contract being awarded to the next low bidder meeting requirements and specifications.
- E. Trenholm State Community College reserves the right to accept or reject any or all bids.
- F. The award will be made in accordance with Code of Alabama 1975 Section 4 1-16-57(b).

## NONRESIDENT BIDDER INFORMATION

Code of Alabama, Section 41-16-57(b), provides as follows: The awarding authority in the purchase of or contract for personal property or contractual services shall give preference, provided there is no sacrifice or loss in price or quality, to commodities produced in Alabama or sold by Alabama persons, firms, or corporations. Notwithstanding the foregoing, no county official, county commission, school board, city council or city councilmen, or other public official, state board, or state agency charged with the letting of contracts or purchase of materials for the construction, modification, alteration, or repair of any publicly owned facility may specify the use of materials or systems by a sole source, unless:

- (1) The governmental body can document to the satisfaction of the State of Alabama Building Commission that the "sole source" product or service is of an "indispensable: nature, all other viable alternatives have been explored and it has been determined that only this product or service will fulfill the function for which the product is needed. Frivolous features will not be considered.
- (2) The sole source specification has been recommended by the architect or engineer of record and who also documents that there is no other product available and that the use of the requirement is of an indispensable nature and why.
- (3) All information substantiating the use of a sole source specification is documented in writing and is filed into the project file.

**All nonresident bidders must comply with Section 41-16-57(b) in submitting bids to Trenholm State Community College.**

- G. The decision of the Trenholm State Community College will be final.
- H. Award will be made on unit price basis, extended price basis, or for other reasons mentioned in I. General Information, Paragraph H that will best serve the interest of Trenholm State Community College.
- I. Successful bidder agrees to provide correct IRS Form W-9 and State of Alabama Disclosure Form to the College when notified of the bid award.

The successful bidder will be required to complete the Alabama Immigration Law Compliance Documents. Alabama laws require that, as a condition for the award of a contract by a college to a business entity or employer with one or more employees working in Alabama, the business entity or employer must provide documentation of enrollment in the E-Verify program. During the performance of the contract, the business entity or employer shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. **The contractor's E-Verify Memorandum of Understanding (the entire document, approximately 13 - 15 pages long) must be included with the bid.** If you do not believe these requirements are applicable to your entity, include an explanation justifying such exemption. An entity can obtain the E-Verify Memorandum of Understanding upon completion in the E-Verify enrollment process located at the federal web site [www.uscis.gov/everify](http://www.uscis.gov/everify). The Alabama Department of Homeland Security (<http://immigration.alabama.gov>) has also established an E-Verify employer agent account for any business entity or employer with 25 or fewer employees that will provide a participating

business entity or employer with the required documentation of enrollment in the E-Verify program. An Employer Identification Number (EIN), also known as a Federal Tax Identification Number, is required to enroll in E-Verify or to establish an E-Verify employer agent account. By signing this contract, the contracting parties affirm, for the duration of this agreement, that they will not violate federal immigration law or knowingly employ, hire, for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of this agreement and shall be responsible for all damages resulting there from.

### **III. CONTRACT PERIOD**

- D. The contract period shall be for **THREE YEARS** commencing on the date of the award.
- E. The purpose of this is to establish a 36-month contract with an option to issue a second and third 12-month contract under the same pricing, terms and conditions. The second and third contract, if requested by the college and agreed upon by the vendor, would begin the day after the first or second contract expires. Any successive contract must have the written approval of both the college and the vendor no later than 30 days prior to the expiration of the previous contract.

### **IV. PRICING**

- F. Prices are to be quoted by the "Unit" indicated on the face of the "Bid Sheet" form.
- G. Prices are not to exceed two (2) decimal places.
- H. The bidder offers and agrees to furnish all items upon which prices are quoted, at the price stated opposite each item, in the quantity as stated on the bid; delivered to the College at 1225 Air Base Blvd, Montgomery, AL 36108, in amounts ordered.
- I. Trenholm State Community College reserves the rights to rebid or re-negotiate any item(s) if price(s) are beyond the amount anticipated or negotiations are unsatisfactory.
- J. Prices to include delivery to Trenholm State Community College, 1225 Air Base Blvd., Montgomery, AL 36108 unless otherwise specified. Each carton or package for each purchase order to have the following information: College Name, Purchase Order Number, Serial Number (if applicable).
- K. College will not accept prepay terms for the items and services in this bid.

### **V. QUANTITY**

- A. The quantities of items specified herein are based upon estimated use. Because quantities



listed are estimated, they may be increased or decreased according to needs of the College.

- B. Bidders are cautioned that to incur financial obligations by purchasing materials not normally stocked for this bid will not be reason for reimbursement of costs incurred.

## **VI. METHODS OF PURCHASING**

Purchase orders will be issued as authorization for all purchases. If the supplier fails to deliver items within the time specified, Trenholm State Community College reserves the right to award the bid to the next lowest responsible bidder.

## **VII. BACK ORDERS**

- A. Items temporarily out of stock shall be a minimum. When this occurs, the designated representative may determine the method used to obtain such items. Alternative procurement methods will only be utilized for temporary shortages.
- B. If items are out of stock, the designated representative will be notified, as early as possible, in writing. Excessive backorders will be grounds for contract cancellation.

## **VIII. CANCELLATION**

No item in the bid is to be canceled without the prior consent of Trenholm State Community College.

## **IX. DEFAULT**

- A. If at any time the vendor makes a delivery that is not in accordance with the instructions, conditions, and specifications set forth by Trenholm State Community College, without the consent of said Trenholm State Community College, such delivery shall constitute grounds for the cancellation of the contract and/or removal of this vendor from Trenholm State Community College's vendor list, for not less than one (1) year.
- B. Any vendor issuing any type of gift, stamps, premiums, or other type of favor to any employee of Trenholm State Community College shall constitute grounds for the cancellation of the contract and such vendor shall be excluded from the mailing list of all purchases of Trenholm State Community College.

## **X. INDEMNITY**

The successful bidder shall indemnify and hold harmless Trenholm State Community College, its officers and employees from all loss, claims, suits or actions of every kind or character made upon or brought against Trenholm State Community College, or its officers and employees by any party or parties as a result of any act, error, omission or negligence of said responsible bidder or its servants, agents and subcontractors.

## **XI. SPECIAL REQUIREMENTS**

- A. Trenholm State Community College reserves the right to purchase any items inadvertently omitted, from the vendor who is awarded a particular category.
- B. Trenholm State Community College reserves the right to cancel the contract or any category thereof at any time without penalty if service, quality, or delivery is not satisfactory and if continuation of the contract or category is determined to be inconsistent with the best interests of Trenholm State Community College.
- C. IF APPLICABLE: All contractors submitting proposals for service type and/or construction type contracts, shall provide a copy of Montgomery City, Montgomery County, and all required State of Alabama license(s). License numbers and residency shall be written on proposal/quote/bid sheet.

A " General Contractor" is defined to be one who, for a fixed price, commission, fee, or wage undertakes to construct or superintend or engage in the construction, alteration , maintenance , repair, rehabilitation, remediation, reclamation, or demolition of any building, highway, sewer, structure, site work, grading, paving or project or any improvement in the State of Alabama where the cost of the undertaking is fifty thousand dollars (\$50,000) or more, shall be deemed and held to have engaged in the business of general contracting in the State of Alabama.

- D. Successful bidder will be required to submit a copy of its General Liability insurance policy.
- E. Bidders may be disqualified and rejection of proposals may occur for any of (but not limited to) the following reasons:
  - a. Failure to use the bid forms furnished by the Trenholm State Community College.
  - b. Lack of signature by an authorized representative on the bid form.
  - c. Failure to properly complete the bid form.
  - d. Lack of vendor compliance.
  - e. Evidence of collusion among bidders.
  - f. Unauthorized alteration of the bid form.
- F. Trenholm State Community College shall have no obligation to purchase items or services under any contract until funds are appropriated for the applicable fiscal year.
- G. Where both Instructions to Bidders (ITB) and Specifications relate to the same thing, the Specifications will prevail; that is, the specific language will take precedence over the more general wording, however, where both the ITB and Specifications may be given reasonable effect, both are to be retained.
- H. Trenholm State Community College has the option in place to make payment via Purchasing Card instead of a check for purchases from this solicitation. This form of payment significantly reduces payment time to three to five days once services are rendered and the invoice is submitted. Unless exception is noted in the bid response, the bidder, by submit tin g a bid agrees to accept the Purchasing Card as

an acceptable form of payment and may not add additional services fees/handling charges to purchases made with the Purchasing Card.

- I. Notwithstanding any other provision in this agreement, the parties acknowledge and agree that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment No. 26.
- J. It is further agreed that if any provision of this Agreement shall contravene any statute or Constitutional provision, either now in effect or which may be enacted during the term of this Agreement, then the conflicting provision of the Agreement shall be null and void.
- K. The bidder acknowledges and agrees that its sole and exclusive remedy for any monetary claim or any claim for which College has sovereign immunity that may arise from or relate to this Agreement is to file a claim with the Board of Adjustment of the State of Alabama.
- L. This Agreement shall be governed by and construed in accordance with the laws of the State of Alabama without giving effect to any choice- or conflict-of-laws provisions or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Alabama.
- M. These terms and conditions shall supersede any contrary language in any agreement entered into by the parties. All terms shall be reduced to writing and will not rely on any oral terms, nor shall any oral terms or agreement be incorporated herein.
- N. In accordance with the recommendations of the Governor and the Attorney General of the State of Alabama, the parties shall consider settling all disputes arising from or related to this agreement by using appropriate forms of non-binding alternative dispute resolution.
- O. In the event of proration of the fund from which payment under which this agreement is to be made, the agreement will be subject to termination.

## **XII. MANUFACTURER'S NAME AND SUBSTITUTIONS**

- A. Any bidder wishing to supply alternate equipment other than that specified shall submit a request for substitution to Trenholm State Community College.
- B. If APPLICABLE - Bidders requesting such substitutions are cautioned to examine mechanical and electrical plans and building conditions to determine if such substitution will require changes in mechanical or electrical or require rearrangement. If any of the above changes would be involved, a layout of such changes and any additional cost (itemized) must be submitted with the request for substitution. If proposed substitutions entail additional cost which was not submitted with the

request for substitution and approval is granted, bidders shall be responsible for such costs.

- C. In addition, a request for substitution must be accompanied by the manufacturer 's specifications and a "Substitution Request Form" which provides Trenholm State Community College with a detailed description of the manner in which proposed substitution conforms and/or varies from the item specified. No request for substitution will be considered without an accompanying "Substitution Request Form."
- D. It is understood by Trenholm State Community College that no agent, dealer, broker or agency may bind a manufacturer beyond the manufacturer's own printed literature. Therefore, any party submitting a Substitution Request Form stating compliance with a feature specified for the prime specified item or as an option for that item in the manufacturer's literature, may be accompanied by a letter on the Manufacturer's own letterhead stating that the manufacturer shall comply with the specified feature and such compliance shall not adversely affect the manufacturer's product performance, reliability, durability, appearance or affect the warranty.
- E. If the substituted item is approved and subsequently installed and upon final inspection is found to deviate from the specifications in a manner not detailed in the "Substitution Request Form", the Contractor shall, at the discretion of the College, bring the equipment into compliance with the specifications at his own cost. In consideration of the job stage at the time of final inspection, the Contractor shall take no more than 5 working days to make this replacement. Bidders are encouraged to review the "Substitution Request Form" prior to using such items in their bid. Awarded Contractor shall be responsible for deviations not detailed in the "Substitution Request Form" submitted FROM ANY SOURCE. Approval of submittals by Trenholm State Community College does not relieve the Contractor of this obligation. The "Substitution Request Form" can be found at the end of this document.
- F. No request for substitution will be considered after 10 days prior to the BID OPENING DATE if a Pre-Bid Conference is not scheduled, except in instances where the item is no longer available. The Trenholm State Community College Business Office or designated representative will approve exceptions when availability of product is in question.

# Trenholm State Community College

## SUBSTITUTION REQUEST FORM

**Vendor Name:** \_\_\_\_\_

**Bid Number:** \_\_\_\_\_

<b>Bid Name:</b>	
<b>Item Number:</b>	
<b>Item Description:</b>	
<b>Requested Substitution:</b>	
<b>How Is Substitute Similar*</b>	
<b>How Is Substitute Different*</b>	

Manufacturer's specs must be included.

\_\_\_\_\_  
APPROVED BY

\_\_\_\_\_  
APPROVAL DATE

## Proposal Check List

The following is a checklist of requirements developed by Trenholm State Community College that may assist in the preparation of your proposal. This list is not all-inclusive and is made available for your convenience. The Instructions to Bidders and Addenda (if issued) specify all proposal requirements and should be read thoroughly to ensure that all bid requirements are met. The following list identifies some common reasons why bids are rejected and considered non-responsive:

- Bid opening date and time (late submission)
- Original signatures and date on proposal required (copies submitted)
- Proposal should be without interlineations, alteration or erasure (do not use white out, do not line through and initial, do not change figures on pricing sheet, etc. Pricing sheet should be without corrections.) \*\*\*
- Product specifications do not meet requirements
- Incomplete bids \*\*\*
- Bids not identified on UPS, Federal Express, etc. packages, thus inadvertently opened \*\*\*
- Copies of licenses not submitted when required along with license number written on bid sheet \*\*\*
- Failure to use bid forms supplied with bid packet
- Failure to fill out bid form correctly
- Late substitution requests (see X. Manufacturer's Name and Substitutions) \*\*\*

Note: \*\*\* Most common reasons why bids are rejected.

Please read the Instructions to Bidders for specific requirements as they can change from bid to bid. The goal of Trenholm State Community College is to provide for fair and open competition. Following the Instructions to Bidders will ensure that all proposals are considered.

Thank you.

**COLLEGE  
REQUEST FOR PROPOSALS FOR**

**On-Line Bookstore Services**

**Exhibit A**

**I. INTRODUCTION**

The College is a public two-year community college located near the center of the State of Alabama. The service area includes the area of Macon County, west of a line drawn north to south through the city of Franklin; Elmore County, excluding correction education and the Central Alabama Community College site in Tallassee; Montgomery County; the area of Bullock County, west of a line drawn north to south through the city of Union Springs; Lowndes County and Autauga County, in cooperation with Wallace Community College-Selma. The area consists of urban, suburban, and rural populations. The College operates a bookstore on both its Trenholm and Patterson campus. The hours of operation are from 7:30 AM to 5:30 PM Monday through Thursday, 7:30 AM to 11:30 AM Friday. Registration hours; Monday through Thursday 7:30 AM to 7:00 PM and Friday 7:30 AM through 2:00 PM for the first two weeks of class.

**II. PURPOSE**

The College is requesting proposals from experienced businesses in order to establish a contract through competitive negotiation for providing Online Bookstore Services for students, faculty and staff of Trenholm State Community College, hereinafter referred to as the "**COLLEGE.**"

**III. SCOPE OF WORK**

In order to achieve the goals of the College's Bookstore program, the vendor shall adopt the following objectives in managing the Bookstore:

1. Provide a **COLLEGE** on-line bookstore web site specific for **COLLEGE** students and faculty.
2. Provide a mechanism to allow books to be billed to a Students' financial aid account, credit card or check.
3. Fill orders 24/7 and provide shipping in three days or less.
4. Provide used books as a priority, also give the students options for new books.
5. Provide previous editions of books when available, as well as informing the **COLLEGE** when books are out of print, out of stock, substituted to a new edition or expected date to be out of print.
6. Provide commission to client school for all books sold and provide faculty with desk copies. Reports indicating the% due that are required.
7. Provide competitive pricing on new and used books as well as shipping and include price match guarantee with competitors.
8. Provide three venues for book orders (fax, phone, and internet). A toll-free number should be provided for all phone orders.

9. Provide shipping within 24 hours for Internet orders.
10. Ship texts directly to the students, including partial kits.
11. Integration with Banner to update student course information to real time.
12. Post, on the Bookstore Website, two weeks prior to the end of the semester, the price the vendor will pay to buy back student textbooks (providing their books have a resale value). Students should be able to call a toll-free number to determine the current value of the book. (Prices must be good for 30 days). Provide on-line return labels.
13. Provide a 100% refund on books if returned within two weeks after purchase date start date or within two weeks of date received, whichever is later; provided the books are in original packaging.
14. Provide a consistent buyback percentage for all books based on industry standards
15. Provide reports by student, course, and semester and annual history on the college
16. Be able to update any additions or changes in semester book lists even after the semester has begun.
17. To provide on-site and on-line buy back with free return shipping.
18. To provide a transition plan that will detail the process and the needed time frame to complete the change.
19. To provide a detailed plan of the adoption process.
20. To provide references which will show experience working with 2-year vocational and/or community colleges with similar student population and related same services offered to the students and the community.
21. To provide levels of work required by the **College** to manage this Web-Site Bookstore contract and any related accounting participation required by the College.
22. To agree to contract terms governed by the State of Alabama. Must be able to complete and sign State of Alabama contract.
23. To provide monthly preventative maintenance routines and review with the **College** Business Office.

Responding vendors may suggest additional tasks or activities that could substantially improve the results of the project. These items shall be separated from the required items on the cost proposal.



#### **IV. SUBMITTALS**

All proposals should include the following in the order listed:

1. **Transmittal Letter:** Include a brief introduction to your firm and your interest in this contract; give main contact name, phone number, fax number, and email address, if available.
2. **Proposal:** The proposal should address all the items mentioned in the scope of work.
3. **References:** List at least three colleges or universities where you currently supply these services.

Proposals must be delivered no later than 2:00 p.m. on June 17, 2020 addressed to:

Trenholm State Community College  
Business Office  
Attn: Sharon Mahaffey  
1225 Air Base Blvd.  
Montgomery, Alabama 36108

# Trenholm State Community College

## Bid Sheet Form

Bid No. 2019-20 002

Product(s) and/or Services	Bid Amount
	\$

**BID RESPONSES ARE NOT ACCEPTED VIA EMAIL OR FAX**