



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-2958-CJ

DESCRIPTION: Sales, Warehousing, and Distribution of Publications and Subscription Item and Subscription Sales and Management of the Journal Services for National Resource Center for the First-Year Experience and Students In Transition (NRC)

DATE: April 29, 2016

This Amendment No. 1 modifies the Request for Proposals only in the manner and to the extent as stated herein.

Vendor Questions and Answers

New clause (Submitting Confidential Information) has been added to Section II-A of the solicitation

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

THE FOLLOWING CLAUSE HAS BEEN ADDED TO SECTION II-A OF THE SOLICITATION:

SUBMITTING CONFIDENTIAL INFORMATION (FEB 2015)

(An overview is available at www.procurement.sc.gov) For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret as defined in Section 30-4-40(a)(1), or (b) privileged and confidential, as that phrase is used in Section 11-35-410. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the words "TRADE SECRET" every page, or portion thereof, that Offeror contends contains a trade secret as that term is defined by Section 39-8-20 of the Trade Secrets Act. For every document Offeror submits in response to or with regard to this solicitation or request, Offeror must separately mark with the word "PROTECTED" every page, or portion thereof, that Offeror contends is protected by Section 11-35-1810. All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Do not mark your entire response (bid, proposal, quote, etc.) as confidential, trade secret, or protected. If your response, or any part thereof, is improperly marked as confidential or trade secret or protected, the State may, in its sole discretion, determine it nonresponsive. If only portions of a page are subject to some protection, do not mark the entire page. By submitting a response to this solicitation or request, Offeror (1) agrees to the public disclosure of every page of every document regarding this solicitation or request that was submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a response, documents submitted to clarify a response, and documents submitted during negotiations), unless the page is conspicuously marked "TRADE SECRET" or "CONFIDENTIAL" or "PROTECTED", (2) agrees that any information not marked, as required by these bidding instructions, as a "Trade Secret" is not a trade secret as defined by the Trade Secrets Act, and (3) agrees that, notwithstanding any claims or markings otherwise, any prices, commissions, discounts, or other financial figures used to determine the award, as well as the final contract amount, are subject to public disclosure. In determining whether to release documents, the State will detrimentally rely on Offeror's marking of documents, as required by these bidding instructions, as being either "Confidential" or "Trade Secret" or "PROTECTED". By submitting a response, Offeror agrees to defend, indemnify and hold harmless the State of South Carolina, its agencies, officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from withholding information by the State of South Carolina or any of its agencies, that Offeror marked as "confidential" or "trade secret" or "PROTECTED". (All references to S.C. Code of Laws.) [02-2A125-2]

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR A:

QUESTION 1: Does NRC want offerors to provide NRC with facilities to track author royalties and generate periodic royalty reports?

ANSWER:

If this service is available, please describe it and include cost estimate for tracking royalties and generating quarterly sales reports for approximately 25 titles.

QUESTION 2: The inclusion of NRC's titles in offeror's catalogs and direct mail pieces will generate mixed Web site orders for both NRC's and offerors titles. Ensuring a customer-friendly ordering experience will require that customers can order all titles in one transaction which, in turn, will require offeror to include NRC's titles on offeror's Web site. Is this acceptable to NRC?

This will entail customers being able to order both through the shopping cart offeror created for NRC, and through offeror's shopping cart. If two shopping carts cannot be used, marketing costs will rise because NRC titles and offeror's titles could not be mixed in direct mail promotions

ANSWER:

Yes, however, to preserve NRC brand and market, we would want a dedicated area of the site where all NRC titles could be browsed separate from other titles available in the offeror's catalog. We would want to be able to link direct to this area from our on site (www.sc.edu/fye) and in electronic marketing.

QUESTION 3: Does NRC have a discount scale for bulk orders that offeror needs to adhere to?

ANSWER:

We offer the following discounts for bulk purchases of most titles:

*0 – 10 copies Retail price
11 – 25 copies 10% off retail price
26+ copies 25% off retail price*

We also offer 15% off retail price for book authors, which we currently manage with a discount code. We would like the ability to prevent stacking of discount codes for bulk purchases by an author.

Guides are excluded from the standard bulk discounting and are sold at a reduced price only when purchased in 100-unit lots.

QUESTION 4: What percentage of NRC's orders are institutional bulk sales? How are these submitted? Called in? Faxed? Is there an online ordering system?

ANSWER:

*The bulk of our orders are received through our sales site: www.nrcpubs.com; we do not have an online ordering system outside of this site. We receive perhaps a half dozen orders outside the sales site each month, which come in typically by e-mail (followed by fax, phone, and mail). The exception to this is the *Journal of The First-Year Experience & Students in Transition*. About three quarters of all journal subscriptions are institutional subscriptions, which are typically managed by subscription agents like EBSCO. The bulk of the renewals for this title come in during November/December timeframe. Moving forward, we anticipate that journal sales may be managed separately from book sales.*

QUESTION 5: Will NRC also require MOBI files for e-books in order to make e-books available through Amazon Kindle devices?

ANSWER:

Yes, MOBI files would be desired. We would hope to provide file types to respond to broadest range of popular e-readers. If there is a cost associated with each separate file type prepared, please include this information in your business proposal.

QUESTION 6: The RFP specifies that NRC will provide "camera-ready" files for printing titles? Is this intended to mean print-ready PDF production files?

ANSWER:

Yes, we will provide print-ready PDF production files.

QUESTION 7: Please specify whether the #70 text stock should be coated or uncoated paper, and whether it is white text paper

ANSWER:

Our books are currently printed on white, uncoated 70# text stock.

QUESTION 8: Please specify whether the scholarly practice books and research reports are casebound or softcover

ANSWER:

All titles published by the NRC are softcover

QUESTION 9: Regarding print on demand, please specify

- a. Whether true print-on-demand is required, and whether offeror should quote for printing single copies
- b. For short-run digital printing, specify a reprint quantity on which to quote

ANSWER:

- a. *We anticipate relying on short runs rather than single copies to maintain backlist inventory.*
- b. *Please quote short runs of 100 and 250 copies.*

QUESTION 10: Offeror covers distribution in South America as well. Should this be included in our offer?

ANSWER:

We would consider this as an optional rather than essential service and are open to exploring a range of distribution channels. Please describe distribution channels and anticipated costs (e.g., commissions, discounts, credit card servicing fees) for the NRC in your business proposal.

QUESTION 11: The Offeror has a distribution agreement with a company to cover ex-Americas sales. Does the NRC wish this to be included?

ANSWER:

We would consider this as an optional rather than essential service. Please describe what is meant by “ex-Americas sales” and anticipated costs (e.g., commissions, discounts, credit card servicing fees) for the NRC in your business proposal.

QUESTION 12: Regarding NRC’s request that offeror “Manage on-site sales at BRC sponsored events”

- a. How many events are there per year?
- b. Will NRC would provide booth space at no charge?
- c. Are the only requirements that offeror would provide staffing, handle orders and ship books to event sites?

ANSWER:

- a. *We currently host one major event (1,800 to 2,000 participants) and one smaller event (300 to 500 participants) annually. Book sales at the major event would be required were we to adopt this optional service; however, sales at both events would be preferred.*
- b. *Booth space, electrical, and furnishings as agreed upon by the successful offeror and the NRC would be provided to successful offeror at no cost.*
- c. *In addition to managing delivery of inventory to event site, successful offeror would be responsible for applying for temporary sales license for the state in which event occurs and collecting and remitting appropriate state and local sales taxes.*

QUESTION 13: RFP requests a monthly electronic report of all returns, exchanges and refunds. What fields are required?

ANSWER:

Required fields:

- *SKU and/or product title*
- *Quantity*
- *Transaction type (i.e., return or exchange)*
- *Reason for return/exchange*
- *Amount charged against current or past NRC revenue*

QUESTION 14: Does the NRC wish the Offeror to distribute the e-books to all of our existing (and future) e-book vendors under our contracts? Are there e-books currently being distributed?

ANSWER:

We are not currently distributing e-books. Please describe options for e-book distribution and anticipated costs (e.g., commissions, discounts, credit card servicing fees) for the NRC in your business proposal.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

QUESTION 1: Under Optional Services for Lot A and Lot B, print production services specifications are exactly the same except for page count. Specifically, I'm wondering about Trim Size. Please confirm this is correct or provide modified specs.

ANSWER:

The print specifications in Lot A are for our Research Reports and Scholarly Practice Books; those in Lot B are for the Journal of The First-Year Experience & Students in Transition. While the trim size for Scholarly Practice Books and the Journal are the same, the Journal cover prints in 2-color rather than 4-color.

QUESTION 2: Under Lot A, Optional Services, 2 a., Serve as exclusive NA distributor for titles published solely by NRC where copyright is held exclusively by USC: This seems to be part of the Essential Warehouse and Distribution Services. Am I interpreting incorrectly, or do you plan to have multiple distribution providers?

ANSWER:

We understand the optional distribution services to mean identifying, negotiating, and managing alternate sales channels for print and e-book titles (e.g., placement on Amazon.com) on behalf of NRC in addition to providing a primary sales platform for these products (the essential service).

The NRC has an affiliate center in South Africa. We anticipate developing licensing agreements with this center to produce and sell NRC content for the South African market. Those sales would be managed by the South African National Resource Centre for The First-Year Experience & Students in Transition.

QUESTION 3: Under Lot A, Optional Services, 2 b-f: Can you clarify how many local and out of town events and meetings may be needed/required?

ANSWER:

Please see response to Vendor A's Question 12 above.