



EXCEPTIONAL. UNCONVENTIONAL.

REQUEST FOR PROPOSAL

LAKEHEAD UNIVERSITY
955 OLIVER ROAD
THUNDER BAY, ONTARIO
CANADA P7B 5E1

RFP # LU18-026 Bookstore Retail Management Software System

**Proposal Issue Date:
February 3th, 2018**

**Close Date for Questions:
February 27th, 2018**

**Date for final Addendum:
March 1st, 2018**

**Proposal Submission Deadline:
Tuesday March 13th, 2018 @ 3:00:00PM local time**

1.0 Introduction

Established in 1965, Lakehead University offers a diverse range of undergraduate and graduate programming in 10 faculties: Social Sciences and Humanities, Science and Environmental Studies, Business Administration, Education, Engineering, Medicine, Natural Resources Management, Health and Behavioural Sciences, and Graduate Studies. Lakehead is home to the west campus of the Northern Ontario School of Medicine (NOSM) – a joint initiative of Lakehead and Laurentian Universities, which graduated its first cohort of 55 doctors in May 2009. Lakehead's Orillia campus offers an interdisciplinary undergraduate program in arts and sciences, as well as programs in business, education, social work, and media studies. Lakehead has deliberately developed as a comprehensive university with two campuses in order to provide the necessary breadth, depth, and diversity of program offerings to address inequity in access to higher education in Northwestern Ontario, Simcoe County, and surrounding areas. Lakehead's sustained development in research intensity is central to the creation and translation of knowledge in a comprehensive university environment. Its goal being the movement towards enhancing the University's capacity as a whole, by serving the needs of both its local and remote communities.

Lakehead University is distinctive in the Ontario system, with an emphasis on accessibility and commitment to First Nations, Métis, and Inuit learners. The University has a proven history of responding to student demand and societal need, flourishing by transforming challenges into rich student experiences; linking learners, programs, and communities.

Lakehead University has 8,680 students, 7,042 of which are full-time. We employ 329 full-time faculty and 2234 staff, including 753 full-time positions, (2016-2017). Our University is a comprehensive institution, which offers a broad range of degree and diploma programs within ten faculties. We provide 1,077 on-campus accommodations for students, in Thunder Bay and the Orillia campus has 246 spaces.

Thunder Bay Campus

The Thunder Bay Campus is situated on 286 acres of land, has 83 buildings consisting over 2 million square feet of building area. The University has other holdings that exist in the region, ranging from parcels of land to leased space in outlying communities.

Orillia Campus

In September 2006, the Orillia Campus opened its doors at Heritage Place with a charter class of 104 students. The University opened a second Orillia location on University Avenue in 2010, which offers a full campus experience with residence and cafeteria facilities. The combined enrolment at the two Orillia campus sites grew to over 1,300 students between 2012 – 2013.

Currently the Orillia campus consists of three buildings, an Academic building, a 270 bed residence and a Bookstore Cafeteria. The Academic and Residence buildings are designed and certified to LEED Platinum with the Bookstore Cafeteria designed and Certified at Silver.

The University Avenue campus is situated on 83 acres of land.

The University's strategic plan is visible here:

<https://www.lakeheadu.ca/presidents-office/nurturing-passion>

2.0 Purpose and Scope

2.1 This Request for Proposals (RFP), is posted to interested Proponents to receive proposals to replace the existing software and hardware powering the retail operations of the University Bookstore.

Proponents will note that Lakehead released an earlier version of this solicitation early in 2017. The University did not make an award on that initiative due to an absence of key personnel involved in the decision and implementation of that project. This RFP is posted now as we intend to proceed with the project through to implementation.

2.2 In general terms the University Bookstore operation is seeking a user friendly, multi-store, shared POS system powered by modern software that minimizes transaction times both in store and online, and provides best in class management capabilities. The POS system will provide an integrated bank debit / credit terminal and have the ability to interface with existing technologies, either through the development of a software bridge, or through the ability to export files in common formats. The desired system will assist the bookstore with comprehensive marketing and promotional strategies in accordance with CASL (Canadian Anti-Spam) regulations. Any system contracted by the University will be PCI compliant. The University envisions a single contract for both the software and supporting hardware, but may split the award pending the response received from the market.

3.0 Current State

The bookstore is open Monday – Friday from 8:30am – 4:30pm (EST), with occasional weekend and evening hours. It currently features products and services that include course materials, trade books, branded and non-branded clothing and gifts, stationery supplies, art supplies, technology products, lab coats, medical supplies, greeting cards, convenience items, and alumni merchandise. Additionally, the bookstore supports on-campus and off-campus events, such as lectures, book launches, and convocation by selling books and merchandise at these events.

The bookstore's operations consist of the Thunder Bay and Orillia campuses, as well as their joint bookstore website. It employs four full-time staff and upwards of eight part-

time staff in Thunder Bay, and one full-time staff member, and three part-time employees in Orillia.

In addition to textbooks, the bookstore also carries a small selection of general trade books, including faculty-authored texts, local consignment titles, supplementary reference material, and general interest books.

The Thunder Bay store uses two back-office workstations for accounting, item ordering, receiving, and maintenance, and four workstations for office staff. The Orillia store uses two back-office workstations.

The bookstore accepts cash, business cheques, credit cards, debit cards, book vouchers, sponsored student cards, gift cards, department cards, and third-party agency charges.

The proponent submission must describe how their solution meets the needs defined for both software and hardware requirements and how it will benefit Lakehead University, the bookstores, and its campus communities, in accordance with the university's strategic plans. The proponent must be able to assist the bookstore in reducing the cost of textbooks and course materials to Lakehead University students. (See Section 7 below).

Lakehead University's Strategic Plan is available at:

<https://www.lakeheadu.ca/presidents-office/nurturing-passion>

4.0 Administrative Conditions of the RFP

4.1 Term of Contract

The selected proponent(s) will be requested to enter into negotiations intended to reach an agreement with Lakehead University for the provision of services prescribed herein.

It is the University's intention to create this contract with one legal entity if a single proponent can meet the requirements contained herein. Should a combination of proponent offerings blending the software and hardware requirements prove more advantageous to the University, Lakehead will negotiate with more than one service provider. **The Term of the Agreement shall be for a period of (5) Five years, with the option to extend the initial term for a further (2) Two one year periods.**

Any decision by the University to undertake an extension will be based upon documented performance and will be reviewed by the senior management team prior to exercising any extensions.

The University anticipates a 'go-live' date sometime in June of 2018

Proponent submissions should include a staffing matrix detailing the number and qualifications of the resources who would be assigned to assist Lakehead University in transitioning from the existing system to the new system. See below for submission content requirements regarding installation, training and maintenance.

4.2 No Guarantee of Work

Lakehead University intends to award a contract to the Proponent(s) whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part, and the University reserves the right to cancel this Request for Proposal process at any time before or after closing, without providing reasons for such cancellation.

A budget for the project is not yet finalized. The market response will determine the next steps with regard to budget and cost.

Proponents accept and agree that the relationship between any selected proponent and Lakehead University shall be one of Owner and Independent Contractor, and that no employer-employee relationship shall exist between the parties.

4.3 Agreement on Internal Trade

Proponents should note that this RFP and any resulting contract are subject to the Agreement on Internal Trade (Chapter 5), but the rights and obligations of the parties shall be governed by the specific terms of this RFP and any resulting contract. The Internal Trade Secretariat website can be viewed at;

<http://www.ait-aci-ca/agreement-on-internal-trade>

4.4 Fee Guarantee

Proponent submissions will provide a fee guarantee for product licensing for the full five year term anticipated by this RFP.

4.5 Expense Management

For the installation and training requirements of their product, proponents will identify normal expenses for which reimbursement would normally be claimed within their submissions. Expenses will be reimbursed by the University in compliance with internal financial policy which can be viewed here:

<https://www.lakeheadu.ca/faculty-and-staff/policies/financial/travel-expense-policy/node/1081>

The University will consider expenses not captured under the above policy, provided they are identified within proponent submissions. Proponents should note that home or office overhead expenses, cellular phones, facsimile equipment, internet service, and space or equipment rentals are not reimbursable unless identified within their submission, acceptable to Lakehead University, and addressed at the time of contract negotiations. At no time does the University reimburse for alcohol.

4.5 Confidentiality

All information distributed in connection with this RFP is confidential and is to be used for the sole purpose of completing a submission and is to be used for no other purpose unless the proponent has received prior written consent from Lakehead University.

During the execution of this project, the successful proponent will likely have access to confidential information concerning Lakehead University, its students, staff, faculty,

stakeholders, business plans, or other data. Therefore, the Proponent will be required to sign a confidentiality agreement prior to beginning the delivery of services. (See Appendix 'A', sample Confidentiality Agreement)

The University recognizes that any successful proponent may have other clients concurrent with assigned work from Lakehead University, and should be prepared to successfully deliver on Lakehead requirements and in keeping with Lakehead timelines.

4.6 Information is Estimated

The University makes no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or by way of any Addenda issued. Quantifiable data contained within this document or any Addenda are estimates only and are included for the sole purpose of indicating to proponents the general size or scope of the work. Proponents are solely responsible to avail themselves of all necessary information to prepare a responsive submission.

4.7 Governing Law

The laws of the Province of Ontario shall apply to this Request for Proposal and any contract formed as a result of this Request for Proposal and its subsequent negotiations, and the Courts of Ontario shall have exclusive jurisdiction over any contract formed as a result of this Request for Proposal.

4.8 Use of Lakehead Brand identifiers

During the open period of this RFP, and during the intended contract term thereafter, Lakehead University's name, logo, crest, or other brand identifiers shall not be used without the prior written consent of the University.

4.9 Communication

During the open period of this RFP, and through to the final award of a contract, (if any), all communication with regard to this solicitation shall be directed as noted in 4.9 below. No other representative of the University is to be contacted regarding this Request for Proposal. The University accepts no responsibility for, and Proponents agree not to rely upon, any verbal or written statements, or representations, from any other person, whether or not employed by the University.

4.10 Preparation Costs

The University shall not be responsible for any expenses or costs incurred by a Proponent in preparing or submitting a proposal, nor in providing any additional information considered necessary by the University for the evaluation of a proposal.

4.11 Sustainability

Lakehead University has created a sustainability office, and is actively working in support of sustainability initiatives. Resources deployed by the successful proponent will consider sustainability concepts and initiatives in the delivery of services.

4.12 Accessibility

Lakehead University is subject to the provisions of the Access for Ontarians with

Disabilities Act, 2005 (AODA). Proponent submissions will clearly address how their product meets any applicable requirements in the legislation.

5.0 Instructions to Bidders

5.1 Proposals Must Be Received in The Lakehead University Purchasing Department, Braun Building, Room BB-1002a, on or before:

Tuesday, March 13th, 2018 @ 3:00:00 PM local time,

in a Sealed Envelope, clearly marked:

RFP # LU18-026, 'Bookstore Retail Management Software System',
with the full legal name of the proponent, and a return mailing address.

Address Submissions To:

Mr. Geoffrey Matte
Manager, Purchasing & Contracts

Room BB-1002a
Braun Building
Lakehead University
955 Oliver Road
Thunder Bay, Ontario
P7B 5E1

5.2 Proposals received after the above closing time and date will not be considered and will be returned to the bidder upon request and at the proponent's expense. Proposals cannot be accepted via fax or e-mail.

5.3 Site Visit – not scheduled. Additional information about Lakehead University can be found on the institution website:

<https://www.lakeheadu.ca/about/overview>

5.4 Submissions will include Three (3) printed copies of the proposals, plus one electronic copy on data stick or CD media.

5.5 Lakehead University accepts no responsibility or liability for misdirected, unreadable, incomplete bids or electronic submissions, and it is the sole responsibility of the proponent to ensure their bid has been received by the authorized representative of the University prior to close.

5.6 Proposal submissions must be completed in accordance with the requirements of the Request for Proposal documents and no amendment or change to proposals will be accepted after the closing date and time.

5.7 Proposals must be signed by an authorized signatory of the proponent. If the proponent is an incorporated company, the corporate seal of the bidder shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in

question as authorized to sign agreements on behalf of the corporation shall be attached to the proposal.

5.8 Proponents who are sole proprietorships or partners shall sign their bid in such a way as to clearly identify the responsible person from that firm.

5.9 All questions regarding this Request for Proposal must be submitted to the Manager, Purchasing & Contracts, as below:

Contact Info:

Mr. Geoffrey Matte
Manager, Purchasing & Contracts
Room BB-1002A
Lakehead University
955 Oliver Road
Thunder Bay, Ontario
P7B 5E1
Telephone 807 343-8455
E-mail: gmatte@lakeheadu.ca

Should any question and/or answer be considered relevant to all bidders, the University will provide both the question, (without identifying the proponent), and the written answer(s) to all bidders, in the form of a formal written Addendum, posted in the same manner and in the same locations as the original solicitation.

5.10 In the event the proponent cannot comply with any term, condition, or requirement of this Request for Proposal, such non-compliance will be clearly noted on proponent's letterhead and submitted with the proposal. Proponents are cautioned that such non-compliance may result in disqualification of the their proposal. No allowance will be made for un-noted non-compliance of any kind by the proponent.

5.12 While the University will not consider more than one bid from a proponent under the same or different names, the University is prepared to consider, in addition to the original bid, alternative bids submitted within the same bid package providing such are clearly marked as alternatives.

5.13 Lakehead University intends to award a contract to the Proponent whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part, and the University reserves the right to cancel this Request for Proposal process at any time before the close date and time shown on the cover page.

5.14 The evaluation process may include requests for Proponents to undertake an on-site presentation of their software, and respond to questions from the Evaluation Team. (see below for the evaluation criteria)

5.15 Any award made by the University shall be in writing and shall also be subject to the availability of funding at the time of award (if any).

5.16 In order to obtain the most advantageous offer for the University, the University reserves the right to:

- a) waive minor irregularities and / or minor non-compliance by any Proponent to the requirements of this Request for Proposal.
- b) request clarification and or further information from one or more Proponents, after closing, without becoming obligated to offer the same opportunity to all Proponents.
- c) enter into negotiations with one or more Proponents without being obligated to negotiate with, or, offer the same opportunity to, all Proponents.

Proponents are advised, however, to submit a complete offer as their submission. Any waiver, clarification or negotiation will not be considered as an opportunity for Proponents to correct errors or revise their submissions.

In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total bid prices and words shall govern over numbers.

5.17 The University reserves the right to amend this Request for Proposal at any time prior to close of bidding and Proponents are cautioned to ensure they have reviewed and understood all addenda (if any) prior to submitting a proposal.

5.18 At any time following the delivery of a bid submission a proponent may withdraw their submission. To effect a withdrawal, a written notice must be sent to the University representative identified in 4.9 above and must be signed by an authorized representative of the proponent. The University is under no obligation to return copies of withdrawn proposals.

6.0 RFP SCHEDULE

Issue Date of the RFP	February 03 rd , 2018
Deadline for Receipt of Questions	February 27 th , 2018 @ 4:30 PM local time
Date of last Addendum	March 1st, 2018
Proposal Submission Date/Time	Tuesday March 13 th , 2018 @ 3:00:00 PM EST

7.0 Bid Submission Content Requirements:

Proponents are to submit proposals in an 8 ½ X 11 inch format with the following information and in the order listed below. Submissions are to be limited to a **maximum of 50 pages**. Additional information a proponent deems relevant may be appended to the bid but the University does not guarantee that the evaluation team will consider documentation beyond the 50 page maximum.

Within each section below, a list of requirements is detailed. Proponent submissions will address each question / requirement with a response indicating that they either meet the need, or provide detail on how the product offered provides support for that feature. If the software offered by the Proponent does not provide the feature, proponents will indicate if the requirement is planned within a future software release – with a specific date - or they will indicate how existing customers work around the need.

Respondants are strongly encouraged to arrange their submission in the 'tab' order shown below.

7.1 Organization and Approach – “Tab A”

- a) Cover letter, on company letterhead, including current phone & email address of the signatory which will be used by University Administration for the purpose of communicating with the proponent.
- b) A concise description of the company background and history, the ownership, and the current organization and management structure.
- c) Some detail relating directly comparable experience, recent successes, and how the proponent firm is differentiating itself from its competitors.
- d) A list of the names of personnel who could be assigned to Lakehead University in a support or training role including professional qualifications and contact information.
- e) A transition plan for migrating existing data including a Gantt chart or equivalent timeline, with any anticipated additional costs for the plan listed as a separate line item on the Bid Form. (Appendix 'A')

7.2 Proponent Company & Resource Profile – “Tab B”

- a) An organizational chart detailing the structure of the proponent's firm.

b) A description of the proponent's approach to, and its experience in dealing with multiple stakeholders, user groups, and committees.

d) Proponents will identify and provide examples of any value added services where the delivery of their service could be enhanced.

7.3 Insurance and WSIB Requirements – “Tab C”

The successful proponent (if any) shall at all times carry Workplace Safety and Insurance Board of Ontario coverage and shall enclose within their bid a current WSIB status report detailing any outstanding fees, fines, claims or debts due on the proponent's WSIB account.

If awarded the work, these WSIB reports shall be submitted with each and every invoice or demand for payment.

The successful proponent (if any) shall at all times carry Commercial General Liability Insurance Coverage of not less than two million dollars inclusive per occurrence for bodily injury (including death), and damage to property including loss of use thereof. Such insurance shall at a minimum include coverage of broad form property damage, contractual (owned and non-owned), and such other types of insurance as would be carried by a prudent person performing such contract work as Lakehead University may require.

Lakehead University shall be named as an additional insured party without rights of subrogation in all policies of insurance.

Certificates of Insurance, or letters from an Insurance provider indicating agreement to insure shall be included in this section of the submission.

7.4 Completed Forms Required – “Tab D”

Submission Form / Fee Proposal (Attached here as Appendix 'A')

Reference Listing (a simple form is attached here as Appendix 'B')

7.5 Functional Features Required Responses – “Tab E”

7.5.1 General

The proposed retail management system will manage and track all merchandise categories including: textbooks, used books, rentals, trade books, e-books, course packs, clothing, giftware, and supplies, through the implementation of a best-in-class software. It will seamlessly integrate with the bookstores' on-line presence, inventory management, and Financial Services reporting requirements. It will be supplied with a thorough set of reporting analytics to track

sales performance year-over-year, and will be able to generate customized reports for business purposes. It should provide progressive technology to ensure ease of mobility in support of On and Off campus events, such as book signings, lectures and other academic or community-based events, and be able to continually introduce new products and services that meet the evolving needs of our customer bases, including students, staff, faculty, alumni, and visitors.

7.5.2 Software Requirements

All relevant historical store files (course history, etc.), must be converted from existing store systems to the proposed systems by the responding proponent as part of the responding Proponent's bid price.

The software in current use in the Bookstore is: "Bookware" supplied by Carlton Technology, version 6.4

Integration with 'Moneris Solutions', 'Chase Paymentech' and functional compatibility with 'Tap' and 'Apple Pay' is mandatory.

The University's Corporate Card program is with US Bank VISA.

Licensing;

Proponent pricing will include costs for the base Software, their proposed Client Licensing regime, and any other costs associated with achieving a fully functional product meeting the requirements contained within this document. In this section of the response, proponents will describe their licensing model, and provide options for licensing based on their review of Lakehead's requirements.

Hosting;

If the Software requires hosting on a non-local server, that host shall be physically located in Canada.

Both Campuses Connected;

The University requires a Single shared database for both Campuses, and may prefer to negotiate product licensing based on a 'Site Master' approach. Licenses will not be tied to specific individuals.

Database Security;

Proponents will describe the safety and security features in detail within their submission. They will also confirm if the software can function on a stand-alone basis in the event of server disruption.

Real Time Requirements;

The software will contain a mobile real-time POS application for the processing and communication of sales at offsite events

Windows Based Display;

The software will possess multi-screen price (windows based) displays, look-up capability on the operator display units, and the ability to display product images for all products carried in the bookstore.

EDI (Electronic Data Interchange) Functionality

The software will enable buyers to electronically create and transmit single and/or multiple purchase orders to EDI-capable suppliers, and to receive purchase order acknowledgements from them, including item availability, pricing, advanced ship notifications, and invoicing. Any selected proponent software will be 'PubNet' certified. The EDI application will fully integrated within the Inventory Control module and not a separate application.

Foreign Currency Exchanges;

The software will seamlessly handle foreign currency exchanges and allow user control over exchange rates.

Search Features;

The Bookstore requires robust and easy to use search lookup capabilities, including price, product, department, department card, customer, inventory status by store and by store location. Lookup enquiries should enable refinement by keyword, author, title, ISBN/SKU, vendor, department, section, term, barcode, author, title, keyword, course name, instructor, merchandise classification, and vendor code or name for all item types, (book and non-book). Searches should result in integrated results on one screen (i.e., used, e-book, rental). Search results will be sortable, according to the user's preference, and customizable. Searches will provide users with the opportunity to track performance results for their categories, down to micro (SKU) levels. The software should support a Searchable bibliographic database with unlimited number of entries. Submissions will include sample screen prints demonstrating search results.

Debit Cards;

The software will support a departmental (debit) card system, which may include multiple cards on one budget account, or charges to more than one account in a single transaction.

Buybacks;

The Software will support an inventory Buyback program allowing both internal and external purchases. The bookstore currently offers weekly in-store buybacks to students wishing to sell back books. The proposed system should integrate seamlessly with the POS, be easy to use, and offer the following:

- Simultaneous loading of buyer's guides from multiple wholesalers.
- User-defined settings.
- Four tiers of buyback pricing:

- Retail Buyback Price (computed as a user supplied percentage of selling price);
- Special Price (user specified price differing from the Retail Buyback Price),
- Guaranteed Buyback Price, and
- Wholesaler's Guide Price.
- The ability to input student ID's for security purposes.
- Detailed audit reports (daily, weekly, buy-specific) allowing for export to multiple wholesale suppliers.
- Real-time updates to inventory for books bought for the store.

Marketing;

In the area of Marketing, the software should support a customer loyalty module which permits the tracking of customer purchases, as well as marketing to targeted groups of customers in accordance with CASL (Canadian Anti-Spam Legislation), which requires customer assent to receive targeted emails.

Promotions;

The Bookstore requires the ability to capitalize on seasonal trends and demands by allowing for easy programming of store-specific promotions, such as BOGO. The software should recognize time limited discounting that is date specific.

Tracking Reports;

Bookstore administration will require the software to produce tracking reports regarding customer buying habits. This will allow the bookstore to target marketing campaigns for in-store events such as Student Appreciation Day, Buyback Alerts, Flash Sales, and others.

Discounting & Exemptions;

The software will enable discounting and exemptions. Discounting by individual line item or by a total transactional discount. As the University has multiple stakeholders, the ability to discount based on percentage or dollars based on the account holder, AND the ability to recognize that account holders may have overspent, and so flag the transaction. The bookstore cashiers need to be able to withhold a discount on selected items, or award a discount based on SKU or a family SKU's. The software will enable "cost plus" transactions so that differing departments / customers can be served by the bookstore on a minimal markup basis.

Tax Exemptions;

In addition, the discounting and tax calculation functions need to recognize tax exemption accounts, including but not limited to Indigenous Status Cards, and will register Deposits paid in advance.

Price Changes;

For Price Adjustments, the software will provide user-specific functions for markups or markdowns, with a cancellation option. It will allow for inventory

write-off, various Sales events and address customer loyalty. In order to minimize cashier intervention, the software needs to track price changes by user log in, date, and time. The ability to sell the SKU at different prices at the same or different locations is desired.

Receipts;

The software shall provide customizable receipts, so that the Bookstore can add coupons or text to printed copies. Additional copies will be available, as will invoice copies for the purchaser, any sponsors, bookstore staff or administration. Space on the receipt shall be provided for name and signature of the purchaser. Receipts shall contain barcodes that resist fading or distortion. Cashiers shall have the ability to e-mail a receipt to the purchaser directly from the tills. Cashiers will also require the ability to suspend a transaction or retrieve one.

PCI Compliance;

The software shall be PCI compliant, and be provided with assigned security levels by user. User activity needs to be tracked and reported by the software on all transactions. These include but may not be limited to; price adjustments, transfers, line and transaction voids, returns, and cash balancing.

Course Materials;

The bookstore is looking for a real-time, user-friendly inventory management control module applicable to the university bookstore industry. The application must provide for textbook adoption management and buyback, course packs, custom packages (such as nursing and drafting kits) purchasing, EDI, receiving, returns, transfers, pricing controls, and a complete set of easy to use reporting tools. It must also have the ability to generate bar codes.

The proposed system must assist the bookstore in the transformation from traditional textbooks to digital course materials, and help it to keep current with emerging technologies. It must offer comprehensive used and rental book programs, in addition to digital textbooks, access codes (purchase, redemptions, returns), OER (Open Educational Resources), and offer compatibility with price comparison tools such as Verba, as well as suppliers of e-textbooks like Campus eBookstore, and Redshelf.

Inventory Management;

All software modules need to be integrated with the ecommerce platform, (Moneris interface).

The inventory module of the software will support forecasting for required course materials and ordering decisions based on past period sales history. The software will retain a minimum of 24 months of sales history.

The software will be capable of creating both manual and automatic purchase orders for all titles with open-to-buy for a given term, or by supplier(s). The

module should allow purchase order creation for both stores at the same time. Purchase orders for either store should be easily identifiable.

The software must be Electronic Data Interchange (EDI) capable enabling the transmission of normal business documents. (Purchase Orders, Acknowledgements, Invoices, and others). PubNet certification is required.

Min/Max reorder levels will be calculated by the inventory module, and will be based on sales history and forecasts. The bookstore staff will be able to adjust quantities and required dates. The software will allow for multiple suppliers or distributors linked to any single item.

Bookstore staff will be able to collate differing SKU's into single orders to maximize supplier volume discounts.

Orders booked into the Inventory Module should be able to be 'flagged' for special handling such as 'pickup' or 'to the desk delivery'. This would be a feature of customer order tracking.

The bookstore requires the Inventory Module to allow for customizable "want lists" by store location. The software should then be able to communicate these lists to multiple wholesalers requesting pricing and lead times, and then be able to split the lists into purchase orders.

Textbook Management

In addition to the features required in managing buybacks described above, if a proponent proposes software containing a separate textbook module, it will support the entry of multiple class enrollment numbers, including estimates versus actuals, and will be able to be integrated electronically with the University's enrollment system, (Ellucian Colleague formerly Datatel). The software will therefore allow bookstore management to adjust order quantities by uploading revised enrollment figures.

Either the textbook or inventory modules will allow for University Course timetables to be uploaded into its database.

The textbook module will fully support electronic versions of textbooks.

Used Book inventory will be integrated within the textbook module and readily identifiable.

Textbook Adoptions

Faculty should be able to easily select various formats of course materials (new, used, ebook, rental, access code), based on their previous selection history.

Ideally, Faculty are presented with publication options displaying pricing. They then chose appropriate course materials which can be amalgamated by bookstore staff and uploaded to the Inventory Module without manual interface, or the re-keying of data. However, users should have the option to manually key data, if necessary. Once a history has been built or uploaded, users will have the

option of selecting a title from the store's database of previous adoptions; adopting a group of titles from previous courses for the current term or indicating a course or section as "no text". Information from previous terms (course, title, faculty member) to another should be transferrable to the current term.

The adoption module should be capable of tracking and reporting courses for which no adoption has been entered.

Rental Books

Whether controls and identifiers for Rental books are supplied within the inventory or textbook management modules, proponents will identify how their software manages rentals. Integration or the ability to communicate with a third party rental provider is desired, (i.e. textbookrental.ca).

Any given SKU must be capable of being sold outright, or rented.

In addition to tracking rentals by student ID, the software will allow for e-mail billings for past due rentals, and email notifications to purchasers notifying them of due dates on returns.

Course Packs / Kitting / Custom Publications

The software must provide the ability to kit merchandise mixtures of any type.

The kits must be adoptable by the course module as learning material.

Upon assembly of a kit, inventory levels will be systemically adjusted (or reserved) either by individual or by unit.

General Merchandise / Stationery

Forecasting capability in support of stocking level maintenance is required.

The requirements for the management of textbook inventory, including establishing re-order points, min/max levels, reporting requirements, and others also apply to general merchandise. The software will need to be capable of handling multiple units of measure (with automatic conversions) on any SKU.

The university also requires the ability to designate individual items as "core" products, thus allowing the software to proceed with automatic replenishment.

Other designations desired include 'seasonal', and 'sale'.

When creating new inventory masters, the ability to 'copy existing SKU' is desirable.

ERP System & Website Integration

The University currently utilizes Ellucian Colleague as our ERP system.

The awarded software (if any), will be interfaced electronically with Colleague through software bridges written to enable financial, student, inventory, and course specific data to be communicated between the systems.

<http://www.ellucian.com/>

The University anticipates that the existing Bookstore Website will require rework

and reissue to support the software supplied by the successful proponent. Proponent submissions will include normal costing for website upgrade(s) which will be subject to negotiation between the parties once the requirements have been researched and scoped.

Accounts Payable / Receivable

The bookstore reconciles accounts on a daily, weekly, and monthly basis. Copies of store-generated invoices produced at time of purchase are either mailed or hand delivered to internal and external customers.

The software will be required to:

- Upload daily sales to General Ledger
- During the term of the contract, integrate with point of sale module and the University ERP system (Ellucian 'Colleague' – formerly Datatel).
- Ensure efficient processing of financial aid transactions, including sponsored students and financial aid recipients.
- Support individual departmental accounts (with or without buying restrictions), that are tied to a specific budget code.
- Support setting spending limits for students according to instructions issued by their sponsors.
- Create invoices for both internal and external customers.
- Create 'customizable' invoices by department and/or customer, under pre-established parameters such as frequency of invoicing. These must be able to be generated at time of purchase transaction.
- Display the customer's history at time of transaction.
- Generate customized reports.

Shipping and Receiving

Shipments and Receipts of goods will be scanned with hand held devices and/or bar code readers.

Barcodes produced by the system should include ISBN, title, shelf location(s), and date received.

The software will support the generation of multiple barcodes per SKU to address the issue of an item sourced from different suppliers, eliminating the need for the stores to create subsequent product records.

Ability to generate bar codes for items having no ISBN or SKU (such as a course pack or kit).

The software will produce real-time inventory visibility for both campuses, with all SKUs/ISBNs automatically communicated to the Point-of-Sale and other terminals for easy price look-ups or scanning.

The software will produce a notification flagging special order items during the receiving process for proper allocation of stock.

The Bookstore also requires 'Multi-store' receiving capabilities.

The software will possess the capability for 'real-time' order reports, shipment tracking of online orders, and transfers, allowing for transparency of stock allocation between campuses.

The University will want to set the transaction history retention and displays for as long as desired, and as noted above, for at least 24 months.

The software will allow and account for Inventory Adjustments, provide for ongoing cycle counting, and inventory audits.

Product Returns

The software will enable the provision of automatic returns, accurately guiding the return of store-specific excess stock according to dates input by the Bookstore Manager. The system should therefore provide visibility of the following criteria;

Length of item/title ownership by store.

Invoice Date.

Items/titles with no sales.

To assist with further analysis of inventory, the returns process should be sortable by:

Vendor/Publisher

Asset identifier

Department / Section / Faculty

Store location

The software must allow for a 'manual' returns function where items from specific invoices can be returned to suppliers by referencing an invoice.

When assembling the return of goods, the software will produce a pick list that is editable by the user. Once picked and verified, the system will automatically update the inventory history and display.

The software should also allow for a 'flag' identifying items meant to be retained for the following Academic term.

Analytics/Reporting:

In terms of reporting, the software will be capable of generating reports, both on-screen and exportable, using Microsoft Office applications. University staff will require daily, weekly, monthly, and annual sales enquiries, as well as current 'on order' and 'on hand' inventory. Report functions will produce common graphics (bar charts, pie charts). Reporting should also be customizable, allowing reports to show the following items, and allowing for comparative sales performance between divisions, departments and classes:

Item Information
Vendor Information
Purchase History
Receiving History
Proposed Returns
Sales History
Invoices
Special Orders
By Department:
 Textbook Course Request History
 Textbook Term History
 Textbook Database Information
 Merchandise Transfer Requests
 Buying trends

Additionally, the reporting function will produce tracking and reporting of inventory and sales for each store containing:

 Department
 Class
 Category
 SKU

8.0 Hardware

If a Proponent's firm also markets hardware, their submission will include a detailed description and costing, for all the components necessary to operate the system in our environment. They will also detail any extended hardware service / support available for components. If they do not directly market hardware, then they should advise what current products provide optimum performance when used in conjunction with their software.

(See Bid Submission Form – Appendix 'A')

Response times for service requests and part replacement(s) will be included.

The University, as part of the contract award, may choose to purchase additional products which may include; point of sale terminals, printers, or scanners.

Proponent products (if available), should be included within the costed bid as separate line items, including full warranty details and product lead times.

The University is also interested in receiving separate line pricing for a connected Kiosk, dedicated to student use, and primarily used for printing book lists.

The Hardware supplied must also interface with Bookstore office PC's which total six main floor computers in Thunder Bay plus two back office computers. In Orillia there are two back office computers requiring the interface.

8.1 Point of Sale System Equipment

As noted above, the current distribution of POS terminals across our Campuses as follows:

Store One – Thunder Bay – 6 Terminals

Store Two – Orillia – 2 Terminals

Because additional terminals are currently contemplated for various locations around Campus, including the new 'One Stop' Student Centre, growth beyond the 8 terminals noted above should be costed within proponent submissions. Quoted components must be removable and store securely and easily for transport to, and be fully functional at, offsite events.

The software / hardware will be able to communicate directly to print.

Operator display units (scanners) will possess touch screen capability. Scanners will also be capable of scanning multiple styles of barcode labels regardless of size, and will offer various levels of functionality including handheld, stationary, inventory, receiving, transactional. In addition to being Internet connectable, the units will support common mobile phone applications.

9.0 Evaluation of Proposals

The following criteria and weighting will be used to score and rank proponent submissions out of a total possible 100 points.

Category	Evaluation Criteria	Points weighting/ available
Proponent Organization, structure and profile	Company Structure, related experience, and references	10
Warranty, Service and Support	Warranty terms, Product and Hardware support and response times.	10
Functional Features	As defined in section 7 of the RFP	40
Cost	Total Cost in Use of the Product including Licensing, Maintenance, Hardware, Conversion of existing data, Mobile or other applications costs, and any other cost adders required over the full intended term of five years.	40

For the 'Cost' category, the Evaluation Team will award 40 points to the Lowest cost proponent. Other proponent submissions will be weighted against that score.

In the event of a tie score, the evaluation team will convene and a winner shall be determined at the meeting through a coin toss.

10.0 Procurement process

This RFP is not intended to create, and shall not create, a formal legally binding process. For greater certainty and without limitation, the RFP shall not give rise to any 'Contract A' based tendering law duties or any other legal obligations arising out of any process contract or collateral contract. Neither the proponent nor the University shall have any rights to claims of breach of contract, tort or other claims against the other with respect to the award of a contract, failure to award a contract, or failure to honour a response to the RFP.

No legal relationship or obligation regarding the procurement of any good or service shall be created between any proponent and the University by the RFP process until the successful negotiation and execution of a written agreement for the delivery of the services described above.

While pricing information provided in responses is non-binding prior to the execution of a written agreement, this information will be utilized in assessing proponent submission and will affect the scoring of proposals. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing could adversely affect the ranked score and or the contract award.

The University may disqualify a Proponent or rescind a contract award without penalty should a proponent's response contain misrepresentations or other inaccurate, misleading, or incomplete information. No opportunity will be provided to proponents to rectify this kind of situation.

The University may also rescind a contract award should repeat violations of any University policy be encountered.

11.0 Ontario University Purchasing Managers Association Collaborative Efforts

Lakehead University is a participating member of OUPMA, whose members collaborate on successful procurement initiatives. Following any anticipated award arising from this Request for Proposals, and upon mutual agreement, the

successful Proponent(s) agree to offer the same terms and contract conditions to the membership of OUPMA.

For membership details on OUPMA, refer to:

http://www.oupma.ca/about_member.html

The successful Proponent(s) shall honour the terms and conditions of this RFP and any resulting contract for purchase orders from these OUPMA members. However, neither OUPMA nor any of its members assume any obligation on behalf of these organizations. Each participating member will be responsible to enter into a separate agreement with the successful Proponent(s) based on the terms and conditions of this RFP, and customized to suit their institution, detailing procurement methods, delivery locations, schedules, and payment arrangements.

End of RFP – See Appendices

Appendix 'A' - Submission Form / Fee Proposal

This form will be completed and submitted by the proponent

Full legal name of Proponent	
Any other Name under which the proponent carries on business	
Street Address	
City, Province	
Postal Code	
Phone Number	
Website address	
RFP Contact / Title	
Contact Phone #	
Contact e-Mail	

The Proponent acknowledges that this submission is bound by the terms and conditions of the RFP and as such does not constitute a legally binding process until a proponent is selected and a written contract is executed by both parties.

The Proponent declares that there is no existing or potential Conflict of Interest related to the preparation of its proposal, and/or the Proponent does not foresee an actual or potential Conflict of Interest in delivering the services contemplated in the RFP.

The Proponent hereby agrees that any information provided in the proposal, including any identified as being supplied in confidence, may be disclosed where required by Law or by a court or tribunal. The Proponent consents to the disclosure, on a confidential basis, of its proposal contents by the University to the University's advisors and or staff involved for the purpose of evaluating proposal submissions.

The Proponent has carefully examined the RFP documents and has a clear understanding of the deliverables required under the RFP and in accordance with the RFP requirements, represents and warrants its ability to provide them for the fees and costs set out below:

Proponents will attached a detailed costing sheet showing the various elements / components of the software, (modular pricing), the conversion costs, and the licensing costs as separate line items totalling the pricing shown in the table below.

Year Item	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022	2022 - 2023
Acquisition / Licensing Costs Data Conversion Module by Module pricing					
Software Maintenance Fees					
Training & Support					
Hardware:					
Data integration with Ellucian ERP					
Other					

Signature of Witness

Signature of Representative

I have the authority to bind the Proponent

Name & e-mail of Witness (printed)

Name & Title

Affix Corporate Seal

Appendix 'B'

REFERENCES

Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Date of engagement – Start / Finish	
Nature of Assignment	

Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Date of engagement – Start / Finish	
Nature of Assignment	

Appendix 'B' continued

REFERENCES

Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Date of engagement – Start / Finish	
Nature of Assignment	

Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Date of engagement – Start / Finish	
Nature of Assignment	

Appendix 'C'
Sample Confidentiality Agreement
(To be completed with the successful proponent – If any)

CONFIDENTIALITY AGREEMENT
(hereinafter called the "Agreement")

BETWEEN:

LAKEHEAD UNIVERSITY
(hereinafter called the "**University**")
having its principal place of operation at
955 Oliver Road,
Thunder Bay,
Ontario, Canada P7B 5E1.

AND:

[...]
(hereinafter called the "**Contractor**")
having its principal place of business at
[...]

WHEREAS the University and the Contractor (the "**Parties**") acknowledge and agree that the University proposes confidentially to supply the Contractor with certain personal and other confidential information in University records (said personal and other confidential information is hereinafter called "**CI**") to enable the Contractor to perform services for the University (hereinafter called the "**Purpose**");

AND WHEREAS the Contractor acknowledges and agrees that the University is bound by the privacy protection provisions of Ontario's *Freedom of Information and Protection of Privacy Act*;

NOW THEREFORE, for value received, the University and the Contractor agree to all of the following terms and conditions:

- (1) "CI" means all information provided by the University to the Contractor and includes (but is not limited to) any secret or confidential information, information that can, directly or indirectly, identify an individual (personal information), materials, records, memoranda, information derived from data, business or technical information, methodologies, marketing plans, knowledge, data, know-how, or innovations of the University, except that CI does not include any information, methodologies, marketing, plans, knowledge, data, know-how, or innovations which are:

- (a) identified by the University in writing as non-confidential;

- (b) in the public domain;
 - (c) already in the lawful possession of the Contractor prior to its receipt from the University;
 - (d) independently developed by the Contractor;
 - (e) lawfully obtained by the Contractor from a third party;
 - (f) disclosed by the Contractor with the written permission of the University; or
 - (g) disclosed by the Contractor pursuant to a Court Order, legislation, or other legal compulsion.
- (2) The Contractor shall receive and maintain the CI in strict confidence and, in perpetuity, not disclose, make use of, or otherwise deal with the CI, in whole or in part, without the express written permission of the University, except in the ordinary and proper carrying out of the Purpose.
 - (3) The Contractor shall restrict access to the CI to those of its employees, agents and subcontractors (hereinafter collectively called “**Associates**”) who need the access in order to perform their job functions, and shall require them not to use the CI other than for the Purpose and not to disclose the CI further.
 - (4) The Contractor shall use reasonable efforts (and, in any event, that are no less than the efforts to protect its own confidential and personal information) to protect, and shall require its Associates to protect, the CI from disclosure except to the extent that this Agreement permits.
 - (5) The Contractor shall notify the University immediately upon discovery of any unauthorized use or disclosure of CI, the Contractor shall cooperate with the University in every reasonable way to help the University regain possession of the CI, and the Contractor shall take steps to ensure that unauthorized use or disclosure of the CI does not recur.
 - (6) Upon request by the University or termination of this Agreement, whichever happens first, the Contractor shall confidentially and irretrievably destroy all CI disclosed by the University to the Contractor, including all copies of any contents of the CI whether in paper, electronic, digital or other format or medium, and the Contractor shall ensure that all remnants of the CI or of copies of the CI are completely and irretrievably purged from all of the Contractor’s electronic, digital or similar document storage systems and require the same of its Associates.
 - (7) The Contractor shall notify the University immediately if the Contractor or any of its Associates becomes legally compelled to disclose any of the CI to any third party

so that, if the University determines it is necessary, the University may seek a protective order or other appropriate remedy.

- (8) The Contractor acknowledges that, in the event of a disclosure of CI by the Contractor or its Associates not authorized by this Agreement, the harm suffered by the University may not be compensable by monetary damages alone and, accordingly, agrees that the University shall, in addition to other available legal or equitable remedies, be entitled to the issuance of immediate injunctive relief, specific performance and any other remedies in law or equity for such unauthorized disclosure.
- (9) Use or disclosure of CI by the Contractor and/or its Associates in contravention of the terms of this Agreement may, in the University's sole discretion, be sufficient to terminate this Agreement upon the University's written notice to the Contractor.
- (10) Term and Termination: This Agreement shall commence on the latest date of signature of this Agreement by the Parties' authorized representatives and continue thereafter until

 - (a) the contractual relationship, separate from this Agreement, between the Parties for carrying out the Purpose comes to an end;
 - (b) both Parties agree in writing to terminate this Agreement; or
 - (c) the conditions for termination in clause (9) above in this Agreement have been met.
- (11) Survival: The obligations of the Parties which expressly, or by their nature, survive the termination or expiration of this Agreement, shall continue in force and effect following termination or expiration until they are satisfied or, by their nature expire. Without limiting the generality of the foregoing, the Parties agree that the provisions of clauses (2) and (5) above in this Agreement shall survive any termination or expiration of this Agreement.
- (12) Governing Law: This Agreement shall be governed by and construed exclusively in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein. The courts of Ontario shall have exclusive jurisdiction over all claims, disputes, and actions related to this Agreement and the Parties attorn to the jurisdiction of those courts.

IN WITNESS WHEREOF the University and the Contractor have caused this Agreement to be signed and executed by their duly authorized representatives:

For the University:	For the Contractor:
<hr/> <p>Dr. Moira McPherson Provost & Vice-President (Academic)</p> <hr/> <p>Date</p>	<hr/> <hr/> <hr/> <p>Date</p>
<hr/> <p>Kathy Pozihun HBComm CGA Vice-President (Administration & Finance)</p> <hr/> <p>Date</p>	<hr/> <hr/> <hr/> <p>Date</p>

End of Appendix 'C'