

Delta State University
Office of Procurement
Kent Wyatt Hall 221
Cleveland, MS 38733

REQUEST FOR PROPOSAL
RFP# DSU01-2020

ISSUE DATE: January 10, 2020

ISSUING AGENCY: Delta State University
Office of Procurement
Kent Wyatt Hall 221
Cleveland, MS 38733

Sealed Proposals, subject to the conditions made a part hereof, will be received **February 13, 2020 at 2:00 PM in the Delta State University, Office of Procurement, same address above**, for furnishing services and potentially, optional services as described herein.

IMPORTANT NOTE: Indicate firm name, and RFP# DSU01-2020 on the front of each sealed proposal envelope or package.

All inquiries concerning this RFP should be directed to:

Kelvin Davis
Director, Student Business Services
University Liaison to Food Service & Bookstore
Kent Wyatt Hall 131
Cleveland, MS 38733
kddavis@deltastate.edu

1) UNIVERSITY OVERVIEW

Delta State University (DSU or University) is a public institution providing a comprehensive undergraduate and graduate curriculum to approximately 3,800 students representing all of the states and 50 different countries. Dozens of degree programs on the undergraduate level provide educational opportunities in the Colleges of Arts and Sciences, Business, and Education and in the Robert E. Smith School of Nursing. Graduate programs on the master's, educational specialist and doctoral levels provide advanced training in a broad range of disciplines.

Acknowledging its beginning as a teacher's college, the University sustains excellence in teacher education while continuing to expand offerings in traditional as well as unique programs of study. From the core disciplines such as arts, humanities, and sciences, to unique programs such as Commercial Aviation, the Delta Music Institute, and the nationally recognized Geospatial Information Technology program, the University is committed to meeting the evolving needs of the students it serves. The academic calendar is based on fall and spring semesters and a 10-week summer term. Intercessions are also offered.

- a) DSU currently operates a bookstore on campus. The bookstore is approximately 4,560 square feet and the space includes school supplies, textbooks, trade books, DSU licensed apparel, clothing, and other licensed and general soft goods. The current vendor for operation is Barnes and Noble.
- b) DSU currently uses the Ellucian/Banner financial system and utilizes Canvas as its Learning Management System (LMS).
- c) Financial aid refunds are automatically disbursed to students via direct deposit or paper check. Students may use their financial aid refund to purchase books. At this time, DSU will not consider allowing the book seller to make direct charges to the student account.
- d) Sales information is attached as Appendix B.
- e) Book list is attached as Appendix C and only includes the samples we want pricing for.
- f) Additional information about DSU can be found at our website www.deltastate.edu.

2) **INVITATION TO SUBMIT PROPOSAL ON RFP**

- a) DSU is seeking proposals from qualified contractors in the industry with the expertise to assist in providing the following services to our students, faculty, staff, and visitors:
 - i) Textbook/course material purchase and rental solutions that provide convenience and cost economy in the overall experience;
 - ii) A source for general school supplies, apparel, and other merchandise; and
 - iii) An in-venue solution for sale of licensed apparel and other athletic related novelties.
- b) It is anticipated that the above services could include, but are not limited to, one of the following, or a combination of the following options:
 - i) A traditional bookstore with textbooks, trade books, school supplies, spirit shop, etc, on campus in the current bookstore location with possible satellite location(s);
 - ii) Point of sale locations in several DSU athletic venues;
 - iii) An exclusively online bookstore with limited physical presence needed on campus (e.g. distribution point); and
 - iv) Other potential uses for the existing bookstore facility.

- c) DSU encourages potential contractors to use creativity in submitting a proposal that will enhance the overall student experience in terms of cost, convenience, and service.
- d) DSU will consider renovations expected to enhance the opportunities to serve the students, faculty, staff and guests. Presently DSU does not have funds budgeted for this purpose so will look to the proposer to offer options.
- e) DSU may decide to enter into an agreement with one contractor to provide all services or may determine it is in the University's best interest to enter into two or more contracts with various providers offering various solutions.
- f) DSU may decide to enter into an agreement for only a book supply program and would then use other processes to determine the best use of the existing facility.
- g) DSU anticipates entering into a new contract for textbook/course material sales to be effective 7/1/2020.
- h) DSU anticipates the following potential proposal options:
 - i) **All-inclusive Full Service Bid (#1)** should include:
 - (1) Text book/course packs, school supplies, etc. **and**
 - (2) Apparel/other general "spirit/fan items" at the current bookstore building location, **and**
 - (3) Athletic "in-venue" concepts at multiple locations, **and**
 - (4) Other options not using the existing bookstore building.
 - ii) **Online "Virtual" Bookstore Bid (#2)** should include:
 - (1) Detailed text book/course pack, school supply program.
 - iii) **DSU will consider other viable alternatives.**

3) **SCOPE OF SERVICES REQUIRED**

a) **Bid Option #1 – All-inclusive Full Service Bookstore**

- i) DSU seeks a five (5) year contract with an option to renew for up to two additional (1) year periods upon the written approval of both parties. It is understood that the marketplace changes during a period of this length, therefore, it is understood that renewals, or the decision not to renew, may be based on suggested changes/improvements to the program as well as associated costs and benefits.
- ii) A student book sales solution at DSU may include: on-line ordering for textbooks, purchase of textbooks/course materials with various options for new, used, digital,

or rental; expedited delivery methods; options for custom developed customer pick up at a DSU location; a clearly defined textbook and course material adoption workflow and review process; book buy-back program; marketing strategy; and product deliveries.

- iii) The contractor shall serve the DSU community with a full range of course materials (e.g., new textbooks, used textbooks, digital textbooks, custom published materials, and rental textbooks) including all required, recommended, or suggested course materials and supplies, including textbooks, course packs, software, and materials published or distributed electronically.
- iv) The University, working with the faculty and/or designated University personnel, shall make every effort to obtain early textbook/course materials adoption commitments from faculty. The contractor shall provide timely reports to faculty members concerning the status of their orders.
- v) The contractor shall have available sufficient quantities of textbooks/course materials, custom published materials, and related academic supplies and materials, as required by the faculty for course work, available for purchase by students according to the schedule established by the University. It is of utmost importance the textbooks and course material shall be shipped in a timely fashion upon order as well as by specified due dates.
- vi) The contractor shall maximize the availability of used textbooks for purchase and rental textbooks for rental transactions by DSU Students.
- vii) The contractor shall provide a digital delivery program that addresses the changing types of course materials, including providing digital course materials, digital textbooks, multi-media streaming, supplemental content, and integration with the campus LMS, etc.
- viii) The contractor shall provide custom-published materials (i.e., course packs), including the securing of copyright clearances in compliance with all copyright laws, production/printing and/or electronic distribution, and sales.
- ix) Pricing Policies: The University is extremely committed to making textbooks/course materials affordable to DSU Students. The contractor's textbook/course materials pricing policy should be innovative and address the desire of the University to provide DSU Students with affordable textbooks/course materials. The contractor shall provide free shipping, or, if shipping charges apply, then the provider shall establish fair and reasonable shipping charges.
- x) A 2% commission to Delta State University will be paid on Okra Kard purchases, both in store and online.
- xi) Buyback / Refunds: The contractor shall establish a book buy-back policy for students and provide a refund policy that is sensitive to the needs of DSU students and customers.
- xii) Technology
 - (1) PCI (Payment Card Industry) Compliance. To ensure all possible steps are taken to secure DSU Student, Faculty, and Staff personal data, all store technology and e-commerce processing must be PCI compliant.
 - (2) Provide applicable certifications such as SOC2 documentation.
 - (3) System must be secure and meet all local, state and federal data security standards.

- (4) Provide a completed Higher Education Cloud Vendor Assessment Tool (HECVAT) (lite version available at: <https://www.ren-isac.net/public-resources/hecvat.html>).
 - (5) Indicate whether Contractor's system supports two-factor authentication. If not, please describe solution options.
 - (6) Indicate whether Contractor's system supports single sign-on (CAS, Shibboleth, or SAML).
 - (7) Contractor must provide their own networking infrastructure, including internet access.
 - (8) Contractor must provide up-time and performance SLA statistics. This is to ensure capacity and performance during peak periods of traffic (semester startups, orientations, etc...).
- xiii) Customer Data/FERPA: The contractor shall agree to abide by the limitations on re-disclosure of personally identifiable information from student education records ("Information") set forth in The Family Educational Rights and Privacy Act (FERPA) and the regulations pertaining to FERPA. The contractor shall agree to hold Information in strict confidence; shall develop, implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of all electronically maintained or transmitted Information received from, or on behalf of DSU or its students; shall not use or disclose Information except as permitted or required by the Agreement, applicable law, or as otherwise authorized in writing by DSU; shall not use Information for any purpose other than the purpose for which the disclosure was made; and upon termination, cancellation, expiration or other conclusion of the Agreement, shall return all Information to DSU or, if return is not feasible, destroy any and all Information. The contractor shall, within one day of discovery, notify DSU in writing any use or disclosure of Information not authorized by this agreement.
- xiv) Accessibility Commitment: The University is committed to providing full access through this potential program. As such, contractor warrants that it complies with federal disabilities laws and regulations. Contractor hereby warrants that the Provider Technology to be provided under this Agreement to End Users and Public Users comply with the accessibility requirements of section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194, and contractor further warrants that its products is compliant with WCAG 2.0 AA guidelines. Within 30 days of delivery and complete installation, and prior to payment, the University reserves the right to perform acceptance testing or to have tested at contractor's expense the contractor's technology and services with features represented as compliant to Federal accessibility requirements by contractor as set forth in this section. If testing discloses the products or services are not compliant, contractor will resolve the identified noncompliance at contractor's expense based on a mutually agreed upon timeline before University will approve invoices for payment. If products or services are found not in compliance as set forth in this section during actual use of product or services by University, contractor will promptly resolve the identified breach at contractor's expense based on a mutually

agreed upon timeline. Contractor further agrees to indemnify and hold harmless the University from any claims arising out of its failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a material breach and be grounds for termination of this Agreement.

- xv) Whether it is the sale of books, apparel, or other items, DSU seeks a contractor that can quickly adapt to changes in the market place and that can rapidly take advantage of unique marketing opportunities. For example; if an event were to happen that could be considered to be positive for the University, it is anticipated that apparel and other items would be quickly on the market to take advantage of the demand as well as to advertise the importance of the event.
- xvi) DSU is interested in partnering with a contractor that offers a wide array of merchandising options that our fans/patrons are interested in. Further, DSU would like to partner with a group that has a noticeable presence in our athletic venues and puts forth the effort expected by all parties involved. DSU is interested in all financial proposals/arrangements as well as ideas related to programmed spaces in each venue and the staffing associated with each.
- xvii) The contractor is expected to support University groups and student government organizations by holding special events at designated times of the year. The contractor is expected to endeavor to implement activities that may include book signing parties for university authors, scholarships, complimentary gifts and other activities designed to benefit the contractor in its operation of the bookstore and the University.
- xviii) The contractor will provide an amount for annual textbook scholarships to be awarded at the University's discretion. The contractor will also support, through an annual sponsorship of at least \$10,000 to Delta State University Athletics.

b) Bid Option #2 –On-line “Virtual” Bookstore

- i) DSU seeks a five (5) year contract with an option to renew for up to two additional (1) year periods upon the written approval of both parties. It is understood that the marketplace changes during a period of this length, therefore, it is understood that renewals, or the decision not to renew, may be based on suggested changes/improvements to the program as well as associated costs and benefits.
- ii) If the virtual bookstore contractor's plan anticipates an on-campus site for distribution and book return, the virtual bookstore contractor should submit space requirements for points of distribution and book return to be located on campus
- iii) Virtual bookstore contractor should provide flexible delivery options of textbooks, course materials, and school supplies to agreed-upon delivery location(s) on campus, and/or off-campus addresses.
- iv) The contractor will provide an amount for annual textbook scholarships to be awarded at the University's discretion. The contractor will also support, through an annual sponsorship of at least \$10,000 to Delta State University Athletics.
- v) Proposals for Bid Option 2 are required to maintain and adhere to the same standards as Bid Option 1, i.e. pricing policies, Okra Kard commission, buyback/refunds, technology, customer data, accessibility commitment, etc.

4) INQUIRIES ABOUT RFP

- a) Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Kelvin Davis via electronic mail at kddavis@deltastate.edu.
- b) All inquiries should be marked “**URGENT INQUIRY. RFP# DSU01-2020**”.

5) ADDENDUM OR SUPPLEMENT TO RFP

In the event it becomes necessary to revise any part of this RFP, an addendum to this RFP will be provided to each respondent who received the original RFP. Respondents shall not rely on any other interpretations, changes or corrections.

6) ADMINISTRATIVE INFORMATION**a) Issuing Office**

This RFP is issued by the following office:

Delta State University
Office of Procurement
Kent Wyatt Hall 221
Cleveland, MS 38733

b) Schedule of Critical Dates

The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

(1) RFP Posted	January 10, 2020
(2) Site Walk	January 30, 2020
(3) Questions from Vendors Due	February 3, 2020
(4) DSU Q&A Response Due	February 7, 2020
(5) Proposal Submission Deadline – 2:00 p.m.	February 13, 2020
(6) Presentations (if requested by evaluation team)	February 24 – March 4, 2020
(7) Award Date (Estimated Target)	April 3, 2020

(8) Contract Effective Date

July 1, 2020

c) The Procurement Process

The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- i) Request for Proposals (RFP) is issued to prospective suppliers.
- ii) A deadline for written questions is set.
- iii) Proposals will be received as set forth in Section 9.
- iv) Unsigned proposals will not be considered.
- v) All proposals must be received by DSU no later than the date and time specified on the cover sheet of this RFP.
- vi) Proposal evaluations: The University will review each proposal.
- vii) At their option, the evaluators may request oral presentation or discussions for the purpose of clarification or to amplify the materials presented in the proposal.
- viii) Respondents are cautioned that this is a request for proposals, not a request to contract, and that DSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- ix) The proposals will be evaluated according to the criteria set forth in Section 9c.

7) PROPOSAL CONTENTS

- a) This is a one-step RFP process. The technical proposals and the cost proposals are to be submitted in a single sealed envelope. Indicate firm name and RFP# on the front of the proposal envelope or package.
- b) At a minimum, the following items should be included in the contents of the Technical Proposal:

- i) Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than 5 pages in length.)
- ii) Corporate Structure and Credentials
 - (1) Number of years of experience
 - (2) Staffing levels and support proposed
 - (3) Examples of similar previous work.
- iii) Operations and Ability to Perform
 - (1) Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
 - (2) Describe how services will be provided to DSU.
- c) The audited financial statements of the company for the past three years. (It will be acceptable if audited statements are not available for the most recently completed year.) If the company is a division of a larger corporation, the statements should be submitted for the corporation as a whole AND for that division of the corporation.
- d) A listing of all the company's current higher education sites that generate more than \$1 million/year in sales revenues. This should include the name, address, telephone and email of the client contract administrator. This list should also include the total sales in books, general merchandise and other revenue at each institution.
- e) A list of all the company's higher education sites that generated more than \$1 million in sales revenue who canceled or did not renew with the contractor in the last two years. This should include the name, address, telephone and email of the client contract administrator.
- f) Based upon the information presented below, submit a detailed plan of the company's "vision" for the Delta State University Bookstore for the next seven years. For the next five years, specifically outline the steps that would be achieved and a timetable for attaining that vision. This "vision" should be comprehensive and will weigh heavily in the decision-making process for the University.
- g) Submit the resumes of the management team the company is proposing for the Delta State University account. This should include at least the General Manager, District/Regional Manager, etc.
If additional management personnel that will be direct reports to the General Manager have been selected, those resumes should also be included.

- h) At a minimum, the following items should be included in the contents of the Cost/Benefit Proposal:
- i) Detailed analysis of all costs and benefits being proposed as well as available options to be considered to maintain fair and reasonable costs to the students while also offering economic benefits to the University.
 - ii) The cost proposal should include a detailed summary of anticipated costs and benefits for a 5-year agreement as well as for 6 and 7 years.
- i) The cost proposal for a book program should include a detailed summary of the method used to arrive at cost for books (purchase new, purchase used, rental new and rental used). Also, included should be the cost to Delta State University students of each book listed in Appendix C using the described method. We understand that process may vary so the costs used shall be the cost determined seven (7) days prior to the RFP due date.

8) **PROPOSAL SUBMISSION**

- a) Proposals shall be submitted in one package (envelope or box) as set forth in Section 7a. **Please make sure that the RFP number is clearly visible on the outside of the package.**
- b) Proposal – One (1) original, ten (10) printed copies, and one (1) electronic copy (of the complete proposal in one pdf file on a flash drive) of parts 7(b)(i) (Cover Letter), 7(b)(ii) (Corporate Structure and Credentials), 7(b)(iii) (Operations and Ability to Perform) and 7(c)(Financial Cost/Financial Benefit Proposal) should be sealed in a package with the company name and RFP number in the lower left hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.
- c) The proposal package must be received on or before **2:00 p.m. on February 13, 2020.** It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement office on time. The proposal package should be delivered or sent by mail to:

Delta State University
Office of Procurement
Kent Wyatt Hall 221
Cleveland, MS 38733

- d) Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in **blue** ink
- e) DSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all

items bid if deemed in the best interest of the University to do so.

- f) Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.**

9) DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS

- a) DSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. DSU reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. DSU likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. DSU may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.
- b) DSU reserves the right to award this contract in whole or in part depending on what is in the best interest of DSU with DSU being the sole judge thereof.
- c) The evaluation factors set forth in this section are described as follows:
 - i) Corporate Structure, Credentials, and Prior Experience – DSU will be attempting to determine the probability of future success of the program based upon the organizational structure and proven experience of the proposer.
 - ii) Operations and Plan to Perform – DSU will be attempting to determine the probability of success of the program based upon the proposer’s plans for providing the service.
 - iii) Projected Financial Cost/Financial Benefits to DSU and Students– This shall be the anticipated financial costs/financial benefits to DSU and students during the term of the contract based upon the proposal.
- d) Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.
- e) Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain DSU’s input and concurrence before moving forward.
- f) Proposals will be scored based on the following weights (100 points total):
 - Corporate Structure/Years of Experience/References – 15 pts
 - Operation Plan/Ease of Use/Services Offered – 50 pts
 - Costs/Financial Benefits – 35 pts.

10) TWO-PHASE, BEST AND FINAL OFFER

- a) If the initial proposals do not provide DSU with a clear and convincing solution, or if DSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, DSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), DSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.
- b) The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

11) ACCEPTANCE TIME

Proposal shall be valid for one-hundred and eighty (180) days following the proposal due date.

12) RFP CANCELLATION

This RFP in no manner obligates DSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of DSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. DSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

13) AWARD TERMS

A contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the contractor, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.

14) TERM OF CONTRACT

- a) It is DSU's intention to enter into one five (5) year contract. However, upon mutual written agreement of both parties, the contract may be renewed for up to two (2) additional years.

- b) DSU reserves the right to terminate the contract if contractor fails to cure any material breach of the agreement within thirty (30) days of written notice from DSU.
- c) Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days-notice prior to the proposed termination of the contract.
- d) In the event DSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney's fees and expenses so incurred by DSU.

15) **OTHER CONTRACT REQUIREMENTS**

- a) **sStandard Contract:** The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with DSU's standard contract. Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which DSU cannot change (see Standard Addendum <http://www.deltastate.edu/MSDocs/procurement/DSU-Contract-Addendum.Nov2019.pdf>). Significant changes to the standard contract may be cause for rejection of a proposal.
- b) **Independent Contractor:** It is understood by the parties that Contractor, including its employees, is an independent contractor and not an employee or agent of University. Contractor understands and agrees that neither it nor its employees performing services hereunder shall be entitled to any of the rights, fringe benefits, or privileges established for University employees. Contractor retains sole and absolute discretion, control and judgment in the manner and means of carrying out its assignments. Contractor and its employees shall at all times be acting as and deemed to be independent contractors. Nothing contained in the Contract shall be construed to create a partnership, joint venture, agency, or employment relationship between the Contractor and University. University shall have no responsibility for any of Contractor's debts, liabilities or other obligations or for the intentional, reckless, negligent or unlawful acts or omissions of Contractor or Contractor's employees or agents. In addition, Contract may not bind University in any way whatsoever with respect to third parties.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal:

NAME OF FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____

AREA CODE/NUMBER

FACSIMILE NUMBER: _____

AREA CODE/NUMBER

E-MAIL ADDRESS: _____

**AUTHORIZED
SIGNATURE:** _____

PRINTED NAME: _____

TITLE: _____

APPENDIX B: Summary of Sales

Delta State University				
Bookstore Sales				
Year	FY 15	FY 16	FY 17	FY 18
March	\$ 31,596.43	\$ 28,152.41	\$ 29,712.31	\$ 17,886.89
April	25,648.64	18,029.27	18,851.25	24,531.58
May	46,896.98	48,918.78	30,324.53	30,459.31
June	36,600.78	39,713.30	47,216.37	45,088.35
July	29,385.05	34,277.47	27,428.97	31,153.94
August	342,949.84	357,610.60	328,900.46	300,923.92
September	77,488.14	92,603.67	146,010.83	131,780.46
October	31,612.93	22,247.19	30,263.36	36,165.16
November	34,421.62	22,833.86	19,289.86	28,949.47
December	33,361.86	33,732.16	52,178.37	49,210.82
January	256,981.61	273,540.75	265,811.86	243,117.12
February	33,561.33	31,543.30	30,841.53	44,713.97
Total Gross Sales	\$ 980,505.21	\$ 1,003,202.76	\$ 1,026,829.70	\$ 983,980.99

APPENDIX C: Book List

Author	Title	Edition	ISBN
ALTSCHULER	ALL SHOOK UP	LATEST	9780195177497
AM.PSYCH.ASSN.	PUBL.MAN.OF AM.PSYCH.ASSOC.(2ND+PRTG)	LATEST	9781433805622
AM.PSYCH.ASSN.	PUBL.MAN.OF AM.PSYCH.ASSOC.(2ND+PRTG)	LATEST	9781433805615
ARENS	SYSTEMS UNDERSTANDING AID-PACKAGE	LATEST	9780912503608
ARMSTRONG	MARKETING	LATEST	9780134149530
ARY	INTRO.TO RESEARCH IN EDUCATION	LATEST	9781133596745
AVID TECH	PT 110 PRO TOOLS FUNDAMENTALS	LATEST	9781943446490
AXLINE	DIBS IN SEARCH OF SELF	LATEST	9780345339256
BAUER	INTRODUCTION TO CHEM.-CONNECT ACCESS	LATEST	9781260162653
BECKER	HR SCORECARD LINKING PEOPLE,STRATEGY+..	LATEST	9781578511365
BENNETT	INTRO.TO LITERATURE,CRITICISM+THEORY	LATEST	9781138119031
BENTLEY	TRADITIONS+ENCOUNTERS	LATEST	9780073407029
BENTLEY	EBK TRADITIONS AND ENCOUNTERS	LATEST	8220103639170
BESKEEN	MICROSOFT OFF.365+OFF.'16,INTRO.-ACCESS	LATEST	9781305877764
BOEING COMPANY	PRIVATE PILOT EXAMS	LATEST	9780884876625
BORNSTEIN	SIGNED ENGLISH STARTER	LATEST	9780913580820
BRIGHAM	FUND.OF FINANCIAL MGMT.(LL)-W/MINDTAP	LATEST	9781337817455
BRIGHAM	FUND.OF FINANCIAL MGMT.	LATEST	9781337395250
BRIGHAM/KLEIN	CASES IN FINANCIAL MANAGEMENT	LATEST	9781337924498
BROOKER	PRINCIPLES OF BIOLOGY	LATEST	9781259875120
BRYANT	TEACHING STUDENTS W/SPECIAL...-W/ACCESS	LATEST	9781506347523
BULLARD	CREATING ENVIRONMENTS F/LEARNING	LATEST	9780134014555
BULLOCK	LITTLE SEAGULL HANDBOOK-W/ACCESS	LATEST	9780393646313
BULLOCK	LITTLE SEAGULL HANDBOOK	LATEST	9780393602630
BULLOCK	LITTLE SEAGULL HDBK.W/EXERCISES	LATEST	9780393602647
CAMBIUM L	TEACHING PHONICS,WORD STUDY+...	LATEST	9781602184244
CAMBIUM STAFF	LETRS MODULES 1-3 SET	LATEST	9781606970171
CENGAGE	CENGAGE UNLIMITED SUBSCRIPTION, 1 TERM	LATEST	9780357700006
CENGAGE	CENGAGE UNLIMITED SUBSCRIPTION, MULTI-T	LATEST	9780357700013
CENGAGE	CENGAGE UNLIMITED-ACCESS (1 SEMESTER)	LATEST	9780357700037
COOK	PRO TOOLS 101:PRO TOOLS FUND.,VER.12.8	LATEST	9781943446476
COYLE	TRANSPORTATION	LATEST	9781133592969
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