

GLEN OAKS COMMUNITY COLLEGE

REQUEST FOR PROPOSAL

Bookstore Services

Issue Date: October 5, 2026

Proposals Due Date: November 6, 2026, 4:00 p.m. EST

RFP Coordinator: Kate Kuhnke, Procurement Manager/Accountant

Address: Glen Oaks Community College
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Centreville, MI 49032

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FROM THE TIME THIS RFP IS ISSUED UNTIL AWARD NOTIFICATION IS MADE, ALL CONTACT WITH GOCC REGARDING THIS RFP MUST BE MADE THROUGH THE GOCC RFP COORDINATOR. NO OTHER PERSON/GOCC EMPLOYEE IS EMPOWERED TO MAKE BINDING STATEMENTS REGARDING THIS RFP. VIOLATION OF THIS PROVISION MAY LEAD TO DISQUALIFICATION FROM THE BIDDING PROCESS AT GOCC'S DISCRETION.

I. INTRODUCTION AND BACKGROUND

I.1 About Glen Oaks Community College

Glen Oaks Community College is a public community college serving students in south-central Michigan. The College offers programs designed to help students transfer to universities, launch careers, or build new skills for today's workforce. Glen Oaks is committed to providing accessible, high-quality education and maintaining an inclusive, diverse campus community.

I.2 Purpose of this RFP

Glen Oaks Community College is seeking proposals from qualified vendors to provide comprehensive bookstore and course material services. The College is interested in a virtual solution that supports student access and affordability while providing reliable, convenient service to students, faculty, staff, and the campus community.

The College intends to transition from its current physical bookstore to a primarily virtual bookstore model. Proposals should provide a comprehensive virtual solution for bookstore and course-material services, including textbooks and other course materials, Open Educational Resources (OER) support, Inclusive Access and/or Equitable Access options, and GOCC spirit wear and merchandise. The selected vendor will also be expected to provide limited on-campus Pop-Up retail and student-support services at designated peak periods. Vendors should clearly describe the proposed service model, identify the responsibilities of both the vendor and the College, and distinguish between included services and optional offerings.

2. RFP TIMELINE

Activity	Date
RFP Issued	October 5, 2026
Optional Site Visit	October 19 - 23, 2026
Deadline for Vendor Questions	October 23, 2026
Answers to Questions Issued	October 30, 2026
Proposal Submission Deadline	November 6, 2026, 4:00 p.m. EST
Proposal Evaluation	November 9 – 20, 2026
Vendor Presentations/Interviews	November 30 – December 4, 2026
Reference Checks / Final Evaluation	December 7 – 11, 2026
Notice of Intent to Award	December 14, 2026
Contract Negotiation & Finalization	December 14, 2026 – January 15, 2027
Implementation/Transition Period	January – March 2027
Transition/Implementation Launch	March 2027
Full-Service Commencement	Summer 2027 Semester

Glen Oaks Community College reserves the right to modify this schedule at any time. Any changes to the procurement schedule will be communicated through a written addendum issued by the College.

3. GENERAL TERMS AND CONDITIONS

1. Proposal Due Date. Proposals must be received by the date and time specified in this RFP. Proposals may be submitted by the method(s) identified by the College. Late proposals will not be considered. It is the sole responsibility of the Vendor to ensure its complete proposal is received on time.

2. Vendor Questions or Clarifications. All inquiries regarding this RFP must be submitted in writing to the RFP Coordinator. No oral explanation or instruction given before award shall be binding. Only written responses issued by GOCC through the RFP Coordinator shall modify or clarify this RFP.

3. Proposal Amendments. GOCC reserves the right to amend this RFP. Changes or addenda will be communicated in writing. If an amendment materially affects the scope, requirements, or evaluation criteria, GOCC may extend the proposal due date.

4. Proposal Rejection. GOCC reserves the right to reject any or all proposals, wholly or in part, waive minor irregularities, negotiate with one or more Vendors, make a partial award, make multiple awards in the College's best interest, or elect not to award a contract.

5. Vendor Expenses. Vendor is solely responsible for all expenses incurred in preparing, submitting, presenting, or clarifying its proposal.

6. Instruction and Format Requirements. Proposals must adhere to the instructions and format requirements in this RFP and any written addenda. Material deviations may result in rejection.

7. Selection Process. A selection committee appointed by Glen Oaks Community College will evaluate proposals and make a recommendation. Final award authority rests with the GOCC Board of Trustees or its designee in accordance with college policy and applicable law.

8. Duration of Offer. Proposal responses must remain valid and irrevocable for a minimum of one hundred eighty (180) calendar days from the proposal due date unless extended by mutual written agreement.

9. Final Contract Documents. If GOCC awards this project, this RFP and the selected Vendor's proposal, including appendices and attachments, may become part of the final contract except to the extent modified by the executed agreement. In the event of conflict, the executed contract shall control, followed by the RFP, then the proposal.

10. Freedom of Information Act. The content of all proposals, correspondence, addenda, memoranda, working papers and other medium which discloses any aspect of the RFP process shall be considered public information when the award decision is announced. This includes all proposals received in response to this RFP, both the selected proposal(s) and the proposal(s) not selected, and the information in those proposals that a Vendor may consider proprietary in nature. Therefore, GOCC makes no representation it can or will maintain the confidentiality of such information. The act of submitting a proposal to GOCC shall be construed as understanding and acceptance of this public information disclosure requirement.

3.1 Proposed Contract Term

The contract will take effect in March 2027 and will remain in effect for an initial term of at least three (3) years, with renewal option(s) exercisable solely at the discretion of GOCC. The College will provide at least sixty (60) days' notice prior to the end of the applicable contract period regarding renewal. Prices, terms, and conditions shall remain firm throughout the initial contract term unless otherwise expressly agreed to in the final contract.

3.2 Optional Vendor Site Visit

Prospective vendors may request a two-hour site visit and campus tour during one of the following dates and times:

Site Visit Dates: October 19 - 23, 2026

Time: College Operating Hours are 8:00 am – 4:00 pm

Scheduling: Please contact Tracy Labadie, VP of Finance & Administration at tlabadie@glenoaks.edu to schedule a visit.

Appointments will be scheduled on a first-come, first-served basis. Participation in a site visit is entirely optional and will not influence the evaluation or selection of proposals. However, vendors are responsible for obtaining all

information necessary to prepare their proposals, and failure to attend a site visit will not excuse any errors or omissions in the proposal or provide grounds for additional compensation.

4. PROJECT OVERVIEW AND OBJECTIVES

4.1 Project Goals

1. Provide students with timely, convenient access to required and recommended course materials.
2. Support affordability through competitive pricing and a range of purchasing, rental, OER, used, digital, and other lower-cost options such as Inclusive Access or Equitable Access programs.
3. Provide responsive service to students, faculty, staff, and College departments.
4. Proactively communicate with and support faculty in identifying, evaluating, and adopting course materials, including lower-cost and digital alternatives where appropriate.
5. Support the College's dual enrollment and Early Middle College populations by providing an efficient process for participating high schools to identify, order, receive, and manage required course books and materials for their students.
6. Support accurate and timely faculty course-material adoption and fulfillment processes.
7. Offer a service model appropriate for the size, enrollment, academic calendar, and needs of Glen Oaks Community College.
8. Provide reliable online retail services.
9. Provide temporary on-campus Pop-Up retail and student-support services at the beginning of the Fall and Winter semesters.
10. Provide a convenient and timely textbook buyback process or comparable alternative for eligible materials.
11. Provide transparent financial reporting, pricing, fees, commissions, and other financial arrangements.
12. Provide reliable integration with Ellucian Colleague SaaS to support student financial aid and student account/bookstore-charge processes, as applicable.
13. Provide appropriate merchandise and supplies, which may include, but not be limited to, health career equipment/uniforms, spirit gear, and general supplies.
14. Coordinate effectively with college systems, processes, and staff.

4.2 Service Model Flexibility

The College is seeking a virtual-first bookstore model and does not intend to maintain a permanent, staffed physical bookstore. Within that framework, vendors are encouraged to recommend the combination of services, technologies, course-material programs, fulfillment options, and limited on-campus support they believe will provide the best value and student experience for Glen Oaks. Vendors must clearly identify which functions are included in their proposal, which functions would remain the College's responsibility, and any optional or alternative services available.

5. CURRENT ENVIRONMENT

5.1 Current Bookstore Operations

Glen Oaks Community College currently operates a physical campus bookstore through Follett. As part of this procurement, the College plans to discontinue the permanent physical bookstore model and transition to a primarily virtual bookstore beginning with the Summer 2027 semester.

5.2 Enrollment and Academic Calendar

Glen Oaks Community College serves a diverse student population that includes traditional college students as well as a significant number of high school students participating through dual enrollment, Early Middle College (EMC), and Career Technical Education (CTE) programs. Final Fall 2026 enrollment totaled 1,343 students, generating 11,959 credit hours and 797 full-time equivalent (FTE) students. This represents increases of 3% in headcount, 4% in credit hours, and 4% in FTE compared with Fall 2025.

High school students represent a particularly significant component of the College's enrollment and bookstore service needs. In Fall 2026, 704 high school students were enrolled through the College's various high school programs, an increase of 11% from 634 students in Fall 2025. The Fall 2026 high school population included 257 students dual enrolled at their high school, 159 Career Technical Education (CTE) students, 88 students dual enrolled at GOCC or online, and 200 Early Middle College (EMC) students.

Because course materials for high school students may be coordinated and purchased through participating school districts or other partners, the selected Vendor must be capable of supporting efficient bulk and/or consolidated ordering, fulfillment, invoicing, returns, and communication processes for these populations, in addition to serving individual students. Vendors should consider the size and operational needs of Glen Oaks' high school population when developing their proposed service model.

The College operates on Fall, Winter, and Summer academic terms. Fall and Winter semesters include both full-semester and eight-week course sessions, while Summer is generally structured as a 12-week session. For the 2026–2027 academic year, Fall classes begin August 24, 2026; Winter classes begin January 11, 2027; and Summer classes begin May 17, 2027. The 2027–2028 calendar follows a similar structure, with Fall classes beginning August 23, 2027; Winter classes beginning January 10, 2028; and Summer classes beginning May 15, 2028.

5.3 Physical Bookstore Space

GOCC will be shifting to a primarily virtual bookstore. The existing space will be repurposed by the College for other needs. The College would like the vendor to set up a Pop-Up storefront at the beginning of the Fall and Winter semester to assist students with acquiring the materials they need, to work with our high school populations to ensure they have the books and materials needed, and to offer some spirit wear and general supplies.

5.4 Technology and Systems

The selected vendor will need to exchange information with Ellucian Colleague SaaS, the College website, student financial aid processes, course schedules, faculty adoption information, identity/access management, and other relevant systems.

6. SCOPE OF WORK

The selected vendor shall provide a comprehensive virtual bookstore and course material solution, together with the limited on-campus Pop-Up services described in this RFP. At a minimum, the proposal should address the following service areas and clearly identify any exceptions, optional components, or services requiring College resources.

6.1 Course Materials

- New and used textbooks
- Textbook rental options
- Digital/e-book and access-code options
- Inclusive Access and/or Equitable Access programs

- Open Educational Resources (OER)
- Course packs, lab materials, and other required instructional materials
- Processes for faculty adoptions, changes, late adoptions, and cancellations
- Course-material sourcing, inventory, fulfillment, returns, and buyback options
- Student communication regarding required materials and order status

6.2 Retail Merchandise and Supplies

- General school and office supplies
- Health Careers supplies and nursing uniforms
- College-branded apparel, spirit gear, and merchandise
- Other merchandise appropriate to the campus community

6.3 Online Services

- Online storefront accessible to students and other customers
- Search by course/section and/or student schedule where feasible
- Multiple fulfillment options, such as shipping and pickup, as proposed
- Order status, notifications, returns, refunds, and customer service processes
- Mobile-responsive and accessible customer experience
- ADA Compliance

6.4 Pop-Up On-Campus Services

- Proposed staffing model, operating plan, and structure for temporary Pop-Up storefronts
- Required space, furnishings, equipment, technology, connectivity, storage, and other College support for Pop-Up operations

6.5 Transition and Implementation

- Implementation and transition plan
- Timeline and key milestones
- Technology setup and testing
- Communications to students, faculty, and staff
- Opening/go-live support

7. FUNCTIONAL AND SERVICE REQUIREMENTS

For each requirement below, vendors should describe how the proposed service model satisfies the requirement, identify any exceptions or limitations, and note any additional cost using the response tables provided.

Requirement	Vendor Response
Provide required and recommended course materials in multiple formats when commercially available.	
Offer competitive pricing and clearly disclose student-facing fees in compliance with U.S. Department of Education requirements.	
Provide a range of affordable course material options, including new, used, rental, digital, OER, Inclusive Access, and/or Equitable Access options where appropriate.	
Maintain processes to minimize out-of-stock required course materials.	
Support timely faculty adoption and adoption-change	

Requirement	Vendor Response
workflows.	
Provide clear return, refund, exchange, and rental-return policies.	
Provide buyback services or alternatives and explain the pricing methodology.	
Provide accommodations/processes for students using financial aid or other authorized funding sources.	
Provide accessible customer service by phone, email, online, and/or in person as appropriate to the proposed model.	
Provide user-friendly online ordering and fulfillment.	
Provide College-branded merchandise and explain licensing/brand-compliance practices.	
Provide health careers supplies/uniforms and other program-specific merchandise as requested by the College.	
Provide sales, inventory, service, and financial reporting to the College.	
Describe the customer-support model for students, faculty, College staff, and high school partners, including available channels, hours, response times, escalation procedures, and peak-term support.	
Provide a virtual storefront that clearly identifies required and recommended materials by course and section.	
Describe shipping options, delivery timeframes, order tracking, and any shipping charges to students or high school partners.	
Describe processes for bulk or consolidated ordering and fulfillment for dual enrollment/Early Middle College high school partners.	
Describe the process for temporary on-campus Pop-Up services at the beginning of Fall and Winter semesters, including staffing, hours, inventory/merchandise, customer support, and setup/teardown responsibilities.	
Describe how students who need in-person assistance outside Pop-Up periods will be supported in a virtual-first model.	

8. TECHNOLOGY, SECURITY, AND ACCESSIBILITY

8.1 Technology Requirements

Requirement	Vendor Response
Describe all technology required from the College to support the proposed solution.	
Describe the proposed integration with Ellucian Colleague SaaS, including student financial aid/bookstore-charge processes, course and section information, student authentication, required data exchanges, implementation responsibilities, and any associated costs.	
Describe student authentication/sign-on options, if applicable.	
Describe point-of-sale hardware/software requirements for temporary Pop-Up operations, including any College-provided technology or	

Requirement	Vendor Response
connectivity required.	
Describe data export and reporting capabilities.	
Describe system availability, backup, disaster recovery, and business-continuity practices.	

8.2 Security and Data Protection

Requirement	Vendor Response
Describe security controls used to protect College and student data.	
Describe encryption practices for data in transit and at rest, as applicable.	
Describe role-based access and administrative controls.	
Describe security certifications/assessments available for review (e.g., SOC reports), if applicable.	
Describe incident/breach notification procedures and timelines.	
Confirm College ownership/access rights for college data and describe data return/destruction at contract termination.	
Identify all subcontractors or third parties that may access College data.	

8.3 Accessibility

Requirement	Vendor Response
Describe conformance with WCAG 2.2 AA for customer-facing digital services.	
Provide a current VPAT or equivalent accessibility documentation for applicable technology.	
Describe support for screen readers, keyboard navigation, and mobile accessibility.	
Describe the process and timeline for remediation of identified accessibility issues.	

9. FINANCIAL PROPOSAL

The financial proposal must clearly describe the complete economic arrangement being offered to Glen Oaks Community College for the virtual bookstore and related Pop-Up services. Vendors should provide sufficient detail for the College to compare proposals on total value, student cost and affordability, College revenue or financial obligations, implementation costs, and ongoing fees.

Requirement	Vendor Response
Proposed service/management fee, if any.	
Proposed commission or revenue share payable to the College, including calculation methodology.	
Any minimum annual guarantee to the College.	
Student-facing shipping, handling, service, digital, rental, or other fees.	
Pricing/discount methodology for textbooks and course materials.	
Pricing/discount methodology for merchandise and supplies.	
College investment, equipment, staffing, utilities, or other support.	
Implementation/transition costs.	

Requirement	Vendor Response
Optional services and associated costs.	
Proposed annual price adjustments/escalators over the contract term.	
Five-year financial projection illustrating anticipated College revenues/costs under the proposed model [if applicable].	

10. REPORTING AND PERFORMANCE MANAGEMENT

Requirement	Vendor Response
Monthly and annual gross sales by major category.	
Course material sales by format (new, used, rental, digital, etc.).	
Returns, refunds, and rental-return activity.	
Inventory levels and aging, if applicable.	
Commission/revenue-share calculations and supporting detail.	
Online order volume, fulfillment times, and shipping/pickup performance.	
Customer service metrics and complaint resolution.	
Course-material availability/out-of-stock reporting.	
Other reports recommended by the vendor to assess affordability, service, and performance.	

11. VENDOR QUALIFICATIONS AND EXPERIENCE

- Provide the legal name, address, telephone number, and website of the firm.
- Provide the name, title, telephone number, and email address of the proposed contract manager.
- State the number of years the firm has been in business and describe the types of bookstore/course material services provided.
- Describe experience serving higher education institutions, preferably community colleges of similar size and complexity.
- Describe the proposed account-management and on-site/remote service team.
- Identify any subcontractors or strategic partners that would perform material portions of the work.
- Describe any litigation, contract termination for cause, or material service failure during the past five years that is relevant to the services proposed.

12. REFERENCES

Provide at least three (3) references for higher education clients receiving services comparable to those proposed for Glen Oaks Community College. Community college references are preferred. For each reference, provide institution name, contact name/title, telephone number, and email address (Please see Appendix B).

13. IMPLEMENTATION AND TRANSITION PLAN

Provide a detailed implementation plan identifying major tasks, responsible parties, dependencies, and timeline. The plan should address, as applicable:

- Contract execution and kickoff
- Technology configuration/integration and testing

- Staffing and training
- Faculty adoption transition
- Student/faculty/staff communications
- Website/online store launch
- Financial-aid/payment-process setup
- Go-live/opening support
- Post-launch stabilization and issue resolution

14. PROPOSAL RESPONSE FORMAT

To support a consistent evaluation, vendors should organize proposals in the following order:

- Cover Letter signed by an authorized representative
- Executive Summary and Proposed Service Model
- Vendor Qualifications and Experience
- Response to Scope of Work and Functional/Service Requirements
- Technology, Security, and Accessibility Response
- Implementation and Transition Plan
- Staffing and Account Management Plan
- Financial Proposal
- Reporting and Performance Management
- References
- Exceptions to RFP Requirements and Proposed Contract Terms
- Required Attachments, Insurance Documentation, and Supplemental Materials

Marketing brochures or references to external materials should not substitute for a direct response to the requirements of this RFP.

15. EVALUATION AND AWARD

Proposals will be evaluated using the following 100-point weighted evaluation model. The College may consider information obtained through proposal review, presentations or interviews, demonstrations, reference checks, clarifications, and other due diligence conducted as part of the evaluation process.

Proposed Evaluation Criterion	Points
Service model, scope, and specification adherence	20
Student affordability, course-material access, and customer experience	20
Financial proposal: student cost, commission/revenue share, guarantees, fees, and overall value	15
Faculty support	10
Qualifications and higher education experience	10
Implementation/transition plan and proposed team	10
Technology, reporting, security, and accessibility	10
References	5
TOTAL	100

GOCC may request interviews, presentations, demonstrations, clarifications, a best-and-final offer, or additional information from one or more Vendors. Award will be based on the proposal determined to provide the best overall value to the College, not necessarily the lowest cost or highest commission.

A. FINAL CONTRACT

Following the award, GOCC and the selected Vendor will negotiate the terms of the definitive contract. The parties shall negotiate in good faith to finalize the contract within thirty (30) days of the award notification. If an acceptable contract cannot be reached with the selected Vendor within this timeframe, GOCC may, at its sole discretion, withdraw its award and negotiate with the next highest ranked Vendor, and so on, until an acceptable contract has been finalized. Alternatively, GOCC may cancel the RFP, at its sole discretion. The selected Vendor's proposal, the RFP, and any clarifications or amendments thereto shall be incorporated into and made part of the definitive contract.

The definitive contract shall, at a minimum, contain the insurance provisions set forth in Section D below and the following terms:

1. This is not an agreement of employment or partnership of the Vendor or any of the Vendor's employees by GOCC. The Vendor is an independent contractor for all purposes under this Agreement. Vendor acknowledges that it is solely responsible for all taxes, withholdings, and other statutory obligations with respect to its employees and subcontractors and shall indemnify and hold GOCC harmless from any claims, liabilities, or penalties arising from Vendor's failure to satisfy such obligations.
2. Vendor shall perform its services in a professional manner consistent with the standards of care and diligence normally practiced by recognized professionals performing similar services and shall use only qualified and experienced personnel. Vendor represents and warrants that it possesses all necessary licenses, certifications, and qualifications required under Michigan law to perform the services described in this Agreement.
3. Vendor agrees to always maintain adequate staff of experienced and qualified employees for efficient performance under this Agreement.
4. Vendor agrees that all personnel working for or on behalf of Vendor, while on GOCC's premises, shall obey the rules and regulations that are established by GOCC, and shall comply with the reasonable directions of GOCC's managerial staff.
5. Vendor shall be responsible for all damages to persons or property caused by the Vendor or any of its agents, employees, or subcontractors while on GOCC's premises or arising out of Vendor's performance of services under this Agreement. Vendor shall promptly repair to the specifications of GOCC, any damage that it, or its employees, agents, or subcontractors, may cause to GOCC's premises or equipment. If the Vendor fails to make such repairs within ten (10) business days of written notice from GOCC, GOCC may repair such damage, and the Vendor shall reimburse GOCC for the reasonable cost of repair within thirty (30) days of receiving an itemized invoice.
6. Vendor agrees that, in the event of an accident of any kind, the Vendor will immediately notify GOCC's contact person and thereafter, if requested, furnish a full-written report of such accident.
7. GOCC shall have no responsibility for the loss, theft, disappearance of, or damage to equipment, tools, materials, supplies, and other personal property of the Vendor or its employees or subcontractors.
8. The contract may be terminated by mutual consent of both parties or by GOCC for convenience upon giving at least sixty (60) days' written notice prior to cancellation. GOCC may terminate this contract immediately for cause, including but not limited to: (a) material breach of any term or condition of this Agreement; (b) Vendor's failure to perform services in accordance with applicable professional standards; (c) Vendor's failure to maintain required insurance; or (d) Vendor's violation of applicable laws or regulations. In the event of termination for cause, Vendor shall be entitled to payment only for services satisfactorily performed prior to the effective date of

termination. In the event of termination for convenience, Vendor shall be compensated for all services satisfactorily performed through the termination date plus reasonable costs incurred in winding down the engagement.

9. All prices for the Vendor's services hereunder are firm for the term of this Agreement. GOCC shall pay the Vendor for satisfactory performance of the services specified in this Agreement, and any related addenda.
10. The Vendor will abide by all State and Federal Regulations on wages and hours of any employee. The Vendor shall be responsible for all its employees, subcontractors and their actions during the term of the contract with GOCC. The Vendor shall obtain and keep current all licenses and permits required to perform the services under this Agreement and shall provide copies of such licenses and permits to GOCC upon request. Vendor shall notify GOCC immediately if any required license or permit is suspended, revoked, or expires during the term of this Agreement.

B. EQUAL OPPORTUNITY NOTICE

Glen Oaks Community College prohibits discrimination against any employee, applicant for employment, student, or applicant for admission in employment and access to educational programs and activities on the basis of actual or perceived: race, color, creed, national origin, religion, sex, pregnancy or related condition, sexual orientation, gender identity, gender expression, age, national origin, disability (physical or mental), height, weight, genetic information, citizenship status, marital status, parental status, veteran or military status, or any other protected characteristic under applicable local, state, or federal law, including protections for those opposing discrimination or participating in any grievance process within the institution, with the Equal Employment Opportunity Commission, and/or other human/civil rights agency.

C. INSURANCE

1. **Coverage.** The selected Vendor shall maintain insurance, having the coverage described below and approved by GOCC, prior to the contract, and shall maintain such insurance until the contract is terminated according to the prescribed procedures.
2. **Evidence of Insurance.** The Vendor shall furnish GOCC with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above, prior to commencing any work under this Agreement. Vendor shall ensure that its insurers provide for at least thirty (30) days written notice to GOCC prior to the cancellation, non-renewal, or material modification of any insurance referred to therein. Vendor shall immediately notify GOCC upon receiving such notice. Failure to furnish the required certificate or failure to maintain the required insurance may result in immediate termination of this Agreement at GOCC's option. Any waiver of Vendor's obligation to furnish such certificate or maintain such insurance must be in writing and signed by an authorized representative of GOCC. Failure of GOCC to demand such certificate or other evidence of full compliance with these insurance requirements or failure of GOCC to identify a deficiency from evidence that is provided shall not be construed as a waiver of Vendor's obligation to maintain such insurance, or as a waiver as to the enforcement of any of these provisions at a later date.
3. **Certified Copies of Policies.** Vendor shall provide certified copies of all insurance policies required within ten (10) days of GOCC's written request for said copies.
4. **Commercial General and Umbrella Liability Insurance.** Vendor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than \$2,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply

separately to this project. CGL insurance shall be written on an ISO occurrence form CG 00 01 04 13 (or a substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract). "GOCC, its elected and appointed officials, employees, students, agents and volunteers" shall be included as additional insured under the CGL and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance programs afforded to college. There shall be no endorsement or modification of the CGL to make it excess over other available insurance; alternatively, if the CGL states that it is excess or pro rata, the policy shall be endorsed to be primary with respect to the additional insured. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability assumed under a contract. Coverage shall be endorsed, if necessary to include lost key coverage.

5. **Automobile and Umbrella Liability Insurance.** Vendor shall maintain automobile liability and, if necessary, commercial umbrella liability insurance with a limit of not less than \$2,000,000 each accident. Such insurance shall cover liability arising out of any auto (including owned, hired, and non-owned autos).
6. **Workers Compensation Insurance.** Vendor shall maintain workers compensation and employers' liability insurance. The commercial umbrella and/or employers liability limits shall not be less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.
7. **Commercial Property Insurance.** Vendor may, at its option, purchase business income, extra expense or similar coverage, and in no event shall GOCC be liable for any business interruption or other consequential loss sustained by Vendor, whether or not it is insured, even if such loss is caused by the negligence of GOCC, its elected and appointed officials, employees, students, agents or volunteer. Vendor may, at its option, purchase insurance to cover its personal property. In no event shall GOCC be liable for any damage to or loss of personal property sustained by Vendor, whether it is insured, even if such loss is caused by the negligence of GOCC, its elected and appointed officials, employees, students, agents and volunteers.
8. **Professional Liability Insurance.** Vendor shall maintain in force for the duration of this contract errors and omissions liability insurance appropriate to the Vendor's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of the Vendor's services as defined in this Agreement. Coverage shall be written subject to limits of not less than \$1,000,000 per loss. If coverage is written on a claims-made basis, the Vendor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Agreement; and that continuous coverage will be maintained, or an extended discovery period will be exercised for a period of three (3) years beginning from the time that work under the contract is completed.
9. **Acceptability of Insurers.** All required insurance shall be purchased from insurers acceptable to GOCC. GOCC shall have the right to reject insurance from an insurer that it deems unacceptable due to poor financial condition or because it is not operating legally.
10. **No Representation of Coverage Adequacy.** By requiring insurance herein, GOCC does not represent that coverage, and limits will necessarily be adequate to protect Vendor, and such coverage and limits shall not be deemed as a limitation on Vendor's liability under the indemnities granted to GOCC in this contract.
11. **Indemnification.** To the fullest extent permitted by law, Vendor agrees to defend, indemnify and hold GOCC, its elected and appointed officials, employees, students, agents and volunteers harmless from and against any and all claims, demands, suits, losses, damages, liabilities, costs and

expenses (including reasonable attorneys' fees and court costs) arising out of or resulting from: (a) Vendor's performance or failure to perform services under this Agreement; (b) any negligent, reckless, or wrongful act, error, or omission by Vendor, its employees, agents, subcontractors, or anyone for whose acts Vendor may be legally liable; (c) Vendor's breach of this Agreement; or (d) any violation of applicable law by Vendor, its employees, agents, or subcontractors. Vendor will not be required to indemnify GOCC for claims that arise out of the sole negligence or willful misconduct of GOCC, its employees, or agents. This indemnification obligation shall survive the termination or expiration of this Agreement.

12. **Subcontractor Requirements.** Vendor agrees to contractually obligate its subcontractors to indemnify GOCC in precise conformance to the terms of Vendor's obligation to indemnify GOCC pursuant to this Agreement. Vendor shall obtain and maintain written agreements with all subcontractors containing such indemnification provisions and shall provide copies of such agreements to GOCC upon request. Vendor acknowledges that its failure to obtain such agreements from subcontractors does not relieve Vendor of any indemnification obligations under this Agreement, and Vendor remains fully liable to GOCC regardless of whether subcontractors have agreed to indemnify GOCC. The Vendor further agrees to contractually obligate its subcontractors to provide insurance with the insurance coverages and limits of liability required to be provided by the Vendor pursuant to the terms and conditions of this Agreement. Vendor shall obtain and provide GOCC certificates of insurance from all subcontractors evidencing such coverage prior to any subcontractor commencing work. Vendor should ensure that GOCC is named as an additional insured on all subcontractor policies. Vendor's failure to obtain required insurance from subcontractors does not relieve Vendor of any obligations under this Agreement.
13. **Cancellation or Reduction in Coverage.** In the event of a lapse, cancellation, material change, or reduction in the required coverages, Vendor shall immediately notify GOCC in writing and shall cease all operations under this Agreement. Vendor shall not resume operations until replacement insurance meeting all requirements of this Agreement is in force and evidence of such insurance has been provided to and approved by GOCC. Any lapse in required coverage shall constitute a material breach of this Agreement, and GOCC may, at its sole discretion, terminate this Agreement immediately without penalty and procure replacement services at Vendor's expense. Vendor shall be liable for any additional costs incurred by GOCC because of such breach, including but not limited to the cost difference between this Agreement and replacement services.

Schedule A

GLEN OAKS COMMUNITY COLLEGE REQUEST FOR PROPOSAL

Bookstore Services

VENDOR CERTIFICATION

IMPORTANT: This form must be returned with the bid proposal form

The undersigned certifies that he/she has carefully examined the Request for Proposal, Instructions, Terms and Conditions, Scope of Services, forms and all other documents accompanying this proposal.

The undersigned offers and agrees to furnish the services specified in the Request for Proposal at the prices or rates quoted in the proposal. The undersigned agrees that the proposal will remain firm for a period of one hundred eighty (180) days to allow Glen Oaks Community College adequate time to evaluate the proposals.

The undersigned certifies that this proposal is made without prior understanding, agreement, connection, discussion, communication, or collusion with any other person, firm, or corporation submitting a proposal for the same services; that no officer, employee, or agent of Glen Oaks Community College has any financial interest in this proposal or any relationship with the undersigned that could create a conflict of interest; that the undersigned has no agreement or understanding with any other Vendor regarding this RFP; and that the undersigned executed this certification with full knowledge and understanding of the matters contained herein and was duly authorized to do so. The undersigned acknowledges that any violation of this certification may result in disqualification of the proposal, termination of any resulting contract, and potential civil and criminal penalties under Michigan law.

The undersigned certifies under penalty of perjury that all information contained in this proposal and all accompanying documents is true, accurate, and complete to the best of his/her knowledge and belief, and that the undersigned has no knowledge of any material fact that has been omitted. The undersigned further certifies that he/she is duly authorized to submit this proposal on behalf of the Vendor/contractor and that the Vendor/contractor is ready, willing and able to perform if awarded this proposal.

Name of Business	Date
Address	Authorized Signature
City and State	Zip Code
Phone Number	Name (Typed or Printed)
E-Mail Address	Undersigned Title
	Company URL

NOTE: Changes to this RFP may be issued in the form of an addendum at any time prior to the due date and time for submitting proposals. The RFP Coordinator maintains a mailing list of all vendors that were provided copies of this solicitation (via vendor pickup, mail, fax or email). The RFP Coordinator will send the addendum to any vendor who directly received a copy of the RFP from the RFP Coordinator. Any vendor who did not directly receive a copy of the RFP from GOCC is encouraged to visit GOCC's web site regularly to learn of any changes to the solicitation and contact the RFP Coordinator to have their name added to the mailing list.

Schedule B

**GLEN OAKS COMMUNITY COLLEGE
REQUEST FOR PROPOSAL**

Bookstore Services

LIST OF REFERENCES OF RELATED PROJECTS

IMPORTANT: This form must be returned with the bid proposal form.

The Vendor must furnish at least three (3) references from persons who can attest to the quality of similar prior work performed.

1. **Company Name:** _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 E-Mail Address: _____

2. **Company Name:** _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 E-Mail Address: _____

3. **Company Name:** _____
 Street Address: _____
 City/State/Zip Code: _____
 Contact Person: _____
 Telephone No.: _____
 E-Mail Address: _____