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**Trading Post (Campus Retail Store) POS/e-Commerce RFP**  
**(Submission deadline is noon on March 5, 2025)**

**Overview and Background:**

Colby Community College (CCC) is located in the northwest corner of Kansas, approximately 50 miles from the Colorado and Nebraska borders. The college was established in 1964; it is a dynamic institution of more than 2,400 students. In addition to a main campus of approximately 60 acres, CCC operates a 60-acre farm for students to use as a hands-on laboratory and training facility.

**Project Goals:**

CCC is seeking proposals from qualified vendors to provide a cloud-based Point of Sale (POS) system that includes e-commerce as well as a textbook adoption element. Our current textbook model is 60% Open Education Resources (OER), with the other 40% physical or electronic textbook sales. Our student body is comprised of 2500 students. The ideal solution will streamline our in-store and online sales operations while ensuring ease of use, reliability, and scalability.

**Point of Sale Requirements**

The goal is to implement a comprehensive POS system that includes the following:

A single physical hardware POS for in-store transactions. We would like remote capabilities for popup event sales while the storefront is closed. We welcome a hardware compatibility list as well as preferred vendor sourcing for the solution if you do not sell hardware directly.

The POS should come with a mobile credit card terminal that will accommodate multiple payment methods (credit, debit, contactless, mobile payments, gift cards) and be capable of making mobile hotspot connections.

Full integration between the SIS, POS system and the e-commerce solution (next section of RFP) to ensure real-time synchronization of inventory, sales, and customer data.

We also need to ingest Scholarship and Financial Aid data to allow for in-store balance for books. Data would be pulled from our Student Information System (SIS) and imported into the

POS per student ID record. Any sales data utilizing Scholarship or Financial Aid would also need to be exported for post back to the SIS.

The Trojan Trading Post maintains an inventory in-person. The system will need real-time inventory management, tracking each transaction and creating a cost of goods sold, total sales transactions, and sales tax liability.

We are a vendor-agnostic retail store. We can sell from multiple vendors, so the inventory isn't locked in with a single distributor. Our system will need to have the capability to integrate or add third party vendors to our inventory.

We would like a system that offers sales reports, sales tax tracking, and analytics. Reporting should be available to be run daily, weekly, monthly, quarterly, and annually.

Customer relationship management (CRM) functionality.

Ability to generate paper and email or text receipts.

Training for staff on system usage.

### **e-Commerce Solution Requirements**

Fully hosted platform with customizable design templates.

A hosted e-commerce platform for online sales and inventory management.

Secure online payment processing, including PCI compliance.

The e-commerce platform should integrate with the POS system for real-time inventory synchronization.

Mobile-responsive e-commerce website.

Order management and shipping/tracking capabilities.

Customer account creation and order history, and also include a "guest" check-out option.

The e-commerce platform should include Search Engine Optimization (SEO) and marketing tools (discount codes, email marketing integration, etc.).

The vendor needs to provide technical and general support for any issues.

Cloud-based data storage and backup.

The vendor must specify any additional fees with system updates.

Training for staff on system usage.

### **Bookstore Requirements**

A full-service virtual course materials solution is integrated into the selected POS platform. Elements of the virtual course materials solution must include faculty adoption software, including all communication with faculty to collect adoptions on time, integrated e-commerce allowing orders to be placed by students, including those using financial aid; delivery options must include direct shipping to the customer, in-store pick-up, or digital delivery.

The bookstore will also engage with book rentals. We will need a way to manage rental due dates.

Flexibility in shipping to on-campus or off-campus students. This should include an in-store pickup option at the Trojan Trading Post.

### **Integration**

Both the POS and e-commerce solutions would require the ability to import existing inventory and customer data from CSV files to prepopulate the new environment.

We will also need the ability to export data from the new proposed system. We can import flat files in CSV format for our campus accounting software.

We would also like API access for deeper integration capabilities.

### **Project Timeline:**

The POS/e-commerce solution bids proposed **MUST** include an ETA for delivery to CCC before April 30, 2025. If you are not able to meet or exceed this deadline, please provide a timeline that you are able to accommodate.

Implementation would need to be tested and completed before May 20, 2025.

### **Submission of Proposals:**

The RFP will be posted on CCC's website, <https://www.colbycc.edu/about/vendors>, and can be downloaded from there directly as of 5:00 p.m. on February 19, 2025.

Respondents to this RFP must submit their sealed proposal – by hand or email – no later than 12:00 p.m. (CST) on March 5, 2025, to Justin Villmer, located in the Thomas Hall Administration Office (CCC's Main Campus), or via email at [justin.villmer@colbycc.edu](mailto:justin.villmer@colbycc.edu).

The proposals will be opened by the Vice President of Finances and Operations, the Accounting Administrative Assistant, and representation from Information Technology.

**Anticipated Selection Schedule:**

All submitted proposals will be reviewed and evaluated. If demonstrations are requested, they will be held March 6-10, 2025. Administration at CCC will recommend to the Board of Trustees (BOT) for a decision; the BOT meeting will be held on March 17, 2025. The selected vendor will be notified within 24 hours after the BOT has approved a recommendation.

**Elements of Proposal:**

A submission should, at a minimum, include the following elements:

1. Manufacturer product and or model of POS system and mobile credit card terminal being proposed. Please disclose the Manufacturer's Suggested Retail Price (MSRP).
2. All additional options or implementation fees. We are looking for full pricing transparency and no hidden fees.
3. Specific warranty details for each unit proposed.
4. Document **ANY** related fees, including but not limited to:
  - a. The POS system hardware cost
  - b. Implementation fees
  - c. Software fees
  - d. Licensing fees
  - e. Processing fees
  - f. Credit card processing fees
  - g. Per transaction fees
  - h. Shipping fees
  - i. Any "Hidden Fees"
5. Timeframe to secure and deliver items.
6. Provide your technical support and proposed service level agreement.
7. Provide what level of access ColbyCC will have to support students with issues.

8. Document your acknowledgment and willingness to agree to the terms of the DA-146.  
<https://admin.ks.gov/browse/files/c3aa453a79974266a632641e4ec1afcb/download>

### **Mandatory Disclosures**

#### **Tax Exempt:**

Colby Community College (CCC) is a tax-exempt entity. All bids should reflect that no sales tax is included in the final submission.

#### **Exclusions:**

If any exclusions exist as a part of this proposal, vendors must clearly define them in a section labeled *exclusions*.

#### **Sub-Contracted Work (if applicable):**

If any of the scope of the project will be outsourced to a third party, the vendor's name and work to be completed must be included in the proposal. CCC reserves the right to request a different subcontracted company.

#### **RFP Questions (if applicable):**

Vendors should only direct inquiries and questions to the following individual(s) at CCC. Any communication received by anyone else at CCC should not be included in the proposal.

Justin Villmer, [justin.villmer@colbycc.edu](mailto:justin.villmer@colbycc.edu), or (785) 460-5407

#### **Statement of Disclosure:**

The board reserves the right to reject any or all bids, to accept that bid which appears to be in the best interest of the college, to waive any informalities in any part of any bid, and to reject any or all bids received after the date and time specified. Any bid may be withdrawn prior to the scheduled time for the opening of bids. The bidder to whom the award is made may be required to enter into a written contract with the college and provide a performance or public works bond as required by law or the Board of Trustees (where applicable).