

DATE: May 12, 2025

TO: All Prospective Offerors

Cc: Procurement File

FROM: Rosetta Butler, Executive Director of Procurement

RE: Bookstore Point of Sale (POS) & Inventory Management Solution
BC- 21433-B
ADDENDUM #1

The following amends the above referenced solicitation documents. Receipt of this addendum must be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda" form and submitting it along with your response to the University.

The due date and time for the response to be submitted to the University is **THURSDAY, MAY 29, 2025, by 2:00 p.m.** (EDT) to the issuing office.

I. The following questions were submitted for a response.

1. Question - General Functionality #16 - Does the solution allow remote access?

Response: Remote access: both staff and provider can access system from outside the store, Currently UMBC staff can access our system (not register or servers, but inventory, sales, SFA) from anywhere online and the vendor can remote into our registers or server if needed.

2. Question - General Functionality #33 - Does the solution support dynamic discovery and management of customization -- custom records, custom fields, and custom lists.

Response: Dynamic discovery takes things a step further, employing multiple collection methods to provide deeper visibility and a better foundation for CPS cybersecurity. Dynamic Discovery methods provide a proactive approach to asset identification and profiling that is not solely reliant on passive monitoring of network traffic. With dynamic discovery, organizations can gain an in-depth understanding of each asset's purpose within the environment, which allows them to understand the areas of greatest risk before deploying passive monitoring technology. Beginning with non-passive discovery leads to a greater ROI as organizations can prioritize which sites are most critical for passive monitoring. With passive discovery deployed, they can then determine which network policies to define and how, as well as which technologies — whether firewalls, NACs, or others — to use to enforce those policies. Second part, can we customize that data.

3. Question - Course Materials Management #13 - Can specific chargeback allowances be set per vendor.

Response: Example: Vendor A needs chargeback, in the system we create a chargeback for vendor A vs a generic chargeback.

Currently - We do by Vendor, with the item being attached to an invoice. We can create them manually, or we can let the system create them using all books by each vendor that have an open invoice.

4. Question - Please explain the use case here where the allowance would be at the vendor and not invoice.

Response:

- a. **Annual rebate:** An example, a vendor offers a 2% rebate on total purchases over \$100,000 annually.
- b. **Ongoing promotional allowance:** an example, a supplier provides a monthly credit toward marketing costs or display fees, not tied to specific products or shipments.
- c. **Loyalty or co-op marketing funds:** and example, funds accrue based on total sales over time and are not deducted per invoice.
- d. **Volume-based discounts:** An example, discounts apply after hitting a cumulative purchase threshold and are reconciled outside of individual invoices.

5. Question - Please clarify Item Set-up and Management #13 - Retailer or supplier provided images for products.

Response: Some systems allow the vendor to add images for website images vs some the Bookstore uploads them, please include in your proposal which does your system allow.

6. Question - Please clarify eCommerce #11 - Allow for importing of keywords, content and meta data using excel, csv, etc.

Response:

- a. **Search Engine Optimization (SEO) to Scale:** Allows you to manage and update meta titles, meta descriptions, and keywords efficiently. You can test and implement SEO changes across many pages quickly using bulk edits in Excel.
- b. **Content Portability:** Lets content teams work offline in familiar tools like Excel or Google Sheets.
- c. **Easier Migrations:** When moving from one platform to another, CSV/Excel imports make it easy to bring over existing content, metadata, and SEO information.
- d. **Error Reduction** Spreadsheets allow for bulk validation before upload (e.g., spell-check, length limits, formula-based checks). Minimizes human error that occurs when editing one page at a time.
- e. **Time-Saving Automation** Pairs well with automation tools (e.g., scripts, scheduled uploads) that streamline content deployment.
- f. **Version Control & Backups:** Keeping a spreadsheet export gives you a version-controlled snapshot of your site's content structure and SEO data.

7. Question - Could you expand on the use case/process envisioned.

Response: Helps to optimize when someone is searching on a search engine (google) for an item. If they are looking for a UMBC sweatshirt, if you have meta tags your item would appear in the search results.

8. Question - Please clarify CRM #11 - Support for localized notification.

Response: You'd want localized notifications, so your users receive alerts, messages, or updates that are relevant to their local language, time zone, and customer context.

9. Question: Please clarify inventory #9 - Printable forms for better supply chain management.

Response: Printable forms can enhance supply chain management in several practical ways, especially in environments where digital access isn't always available or where physical documentation is required for regulatory or operational reasons. Here's why they might be valuable:

- a. **Standardization:** Printable forms create consistent templates for data collection, inventory checks, delivery confirmations, and vendor communications, reducing errors and confusion.
- b. **Backup for Digital Systems:** In case of system outages or tech failures, having physical forms ensures continuity of operations—especially important in warehouses or shipping areas.
- c. **Compliance and Auditing:** Physical documentation for inspections or audits. Printable forms provide a tangible paper trail.
- d. **Ease of Use in the Field:** Workers in warehouses, delivery trucks, or remote sites may find it quicker to use printed forms rather than accessing a digital system, especially if Wi-Fi or devices aren't always available.
- e. **Cross-Team Communication:** Physical hand-offs of forms (e.g., from receiving to inventory) can sometimes streamline communication in fast-paced environments.
- f. **Customization and Flexibility:** Forms can be easily tailored to specific processes like purchase orders, packing lists, or vendor evaluations, helping teams gather exactly the data they need.

Some examples – POs, Inventory count sheets, receiving reports, packing slips etc.

10. Question - Please clarify inventory #28 & #29 - Pertaining to 3rd party inventory.

Response:

1. Visibility & Control

- Merchandise inventory: items intended for resale (e.g., textbooks, apparel, electronics).
- Non-merchandise inventory: supplies used internally (e.g., office supplies, shipping materials).
- Clear separation allows for better tracking, stock forecasting, and financial reporting.

2. Financial Reporting & Compliance

- Merchandise affects the Cost of Goods Sold (COGS) and gross margin.
- Non-merchandise is often expensed immediately or tracked under a different GL code.
- Separating them supports accurate budgeting, audit readiness, and profit analysis.
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3. Hierarchy and Categorization

- Inventory systems should support hierarchical categorization (e.g., Category > Department > Class > Subclass).
- Merchandise and non-merchandise should be tagged or classified distinctly—either at the SKU level or in system attributes.
- Helps filter reporting by type, source, or purpose.

Special Consideration for 3rd-Party Inventory

When third-party vendors (e.g., consignment partners or vendors using drop-ship or inclusive access models) are involved:

a. Ownership Visibility

- Ensure you can track what's owned by your organization vs. vendor-owned.
- This affects liability, valuation, and replenishment planning.

b. Reporting Separation

- Systems should allow filtered reports by:
- Source (owned vs. 3rd-party)
- Inventory type (merch vs. non-merch)
- Department or vendor

c. Operational Control

- Tagging or flagging items as 3rd-party or non-owned improves order accuracy and reconciliation.
- Useful for Inclusive Access programs or store-within-a-store setups.

11. Question - Is there a scenario where the store would be housing inventory they do not own?

Response: Yes (consignment).

12. Question - How many users would be using the system?

Response: I would say up to 20, because of inventory.

13. Question - How many would need full access vs view only vs time entry?

Response: I would say all need full access. Currently, we do by vendor with the item being attached to an invoice.

END OF ADDENDUM #1, DATED 05/13/2025

(Original with enclosures were not mailed)

PROPOSAL NO.: BC-21433-B

TECHNICAL BID DUE DATE: THURSDAY, MAY 29, 2025, by 2:00 p.m. EDT

BID FOR: Bookstore Point of Sale (POS) & Inventory Management Solution

NAME OF BIDDER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 5/13/2025

Addendum No. dated

Addendum No. dated

As stated in this Addendum, this form is to be returned with your response.

Signature

Printed Name

Title

Date

SUBMIT THIS FORM WITH BID/PROPOSAL