



MANDATORY PRE-PROPOSAL TELE-CONFERENCE

Consulting Services – UA Bookstore
RFP No. 652508

Tuesday, October 3rd, 2017
2:30 PM CST

TRANSCRIPT

The purpose of this meeting was to provide a forum for vendors to obtain clarification about the RFP prior to preparing their responses.

Participants:

<u>Company</u>	<u>Contact Name</u>	<u>Email</u>
1. Nebraska Book Co	Shannon Blackwell	sblackwell@nebook.com
2. Inveritas	Nathan Green	ngreen@inveritasinfo.com
3. Duvall Consulting	Ron Duvall	ron@duvallgroup.com
4. New Lion Media	Andrew Stieren	andrew@thetownsource.com
5. BBA Solutions	Steve Wilson	swilson@bbasolutions.com
6. Berkshire Group	Rob Horowitz	rh@berkshiregroupconsulting.com

UofA Team Present: Clay Greninger, Colleen Briney, Lynne Bell, Clint Johnson, Terry Martin, Jamie Loftin, Sandy Sturgeon, Ellen Ferguson, and Whitney Smith

Procurement Coordinators: Ellen Ferguson, ellenf@uark.edu and Whitney Smith, wesmith@uark.edu

Reminders / Clarifications

- **Be sure to sign all bid documents where required and submit with your proposal!**
- Any questions related to this RFP that are received *after* the distribution of this Transcript will be addressed by Q&A Addendum and provided by email to all participants of the conference call of 10/3/17.
- Due dates for bids October 27 2:30pm CST
- UA Procurement will confirm receipt of all vendor inquiries by email
- UA RFP Committee reserves the right to extend deadlines and other requirements which will be published on Hogbid. It is the obligation of bidders to follow the activities on Hogbid.

Participant Questions / UA Answers

Q: Please provide some background on how the UA Team got to this point for this solicitation?

A: Discovered lots of changes over time, phenomenal growth in enrollment, looking for opportunities to make best decisions for anticipation of changes moving forward for the bookstore.

Q: For the business model assessment, is there an expectation to compare other operating models to the current? For instance, outsourced or hybrids?

A: Looking for multi-location model with variety of offerings on books, strategic planning, etc.

A: Yes, we are requiring a business model assessment of current operations as well as a report that will address best practices, and other operating models that take into consideration options which will best serve our campus.

Q: Presentation opportunity – will that be onsite or virtual?

A: If the committee chooses this option it will be virtual and bidders will be notified for scheduling purposes.

Q: What is the team's timing and anticipation moving forward? What phases?

A: First phase will consist of the assessment and path forward. The next phase will be determined by the resolve of the first phase, and is dependent upon the recommendations or evaluations provided by the consultant.

Q: Are you looking at online purchasing, rental, new/used books, etc?

A: Looking at retail industry in general, online and in-store. We largely sell Razorback products and multiple digital distribution, etc.

A: We are needing recommendations concerning all options for delivery of goods and services for this operation.

Q: Is this RFP in relation to the article in the paper about the Bookstore audit?

A: Yes, as well as a need to strategically align the Bookstore operations with the visions and goals of the University's new leadership team.

Q: Is the team confident they have the correct information about relevant data, sales, purchases of textbooks and other items, etc?

A: Yes.

UA Team Questions / Participant Answers:

Q: Do you have experience with retail stores, if any, and elaborate please?

A: Berkshire Group – Yes, on location retail, brick and mortar, third party leasing, various locations/retail space, legal issues associated with leases and landlord relationships.

A: Duvall – Yes, retailing on and off campus, whole retail ventures.

A: Nebraska – Yes, experience with leased and retail operations.

A: BBA – Yes, honed business skills in Arkansas and work with some Arkansas campuses. Maintain a business presence in Arkansas and owned and operated stores at Henderson State, UCA.

Q: Experience with Omni Chanel retailing?

A: BBA – Yes, online and hybrid models. Pop-up and shipping only models.

A: Nebraska – Yes, online services and coordinate with many vendors - partners to meet the needs of the shopper.

A: Duvall – Yes, traditional and non-traditional as well as on-line and virtual shopping experience.