

## **Q&A ADDENDUM NO. 2**

### **RFP #711291**

### **Operation and Management of University Bookstore and the Razorback Shop – Pinnacle Hills Promenade**

- 1) Would we assume any carryover inventory?
  - a. Yes – see attached “Inventory” tab
- 2) Would we assume any existing purchase orders?
  - a. Yes – see attached “Open Purchase Orders” tab
- 3) Please provide the last 5 years of sales in the Bookstore, broken down by all Categories.
  - a. See attached “Sales by Category-Class” tab
- 4) Do these numbers provided in RFP include online sales? If so please break them out by online and in store.
  - a. Yes – see attached “Daily Orders Online” tab (only able to go back 6 months-  
Cybersource limitation)
- 5) The sales numbers provided are gross, does that include sales tax?
  - a. No
- 6) Information not available at this time. .
- 7) Same as #4
- 8) Same as #3
- 9) Are the Non-Licensed products (Fayettechill and Arkansocks) sales included in the Razorback Shop sales numbers?
  - a. Yes – class 17001 = Fayettechill
- 10) Is power and data available at all retail locations?  
Yes, but would need further university IT input and would be worked out at the contract level.
- 11) How big is the warehouse space?
  - a. Stockroom = approx. 2,500 downstairs & 1,785 upstairs
- 12) Can you explain the reimbursement and the utility fee?  
The fee is \$100,000.00 in year one, with annual 2% escalation throughout the remainder of the Contract.  
The fee will defray the University’s cost of utilities used in the space by the chosen vendor during the term of the contract.  
The fee is in addition to commissions.
- 13) Is there a dedicated telephone number for the retail offices or team store?
  - a. Garland = 575-2155; fax 575-5761
  - b. Promenade = 246-9299; fax 246-9297
- 14) Previously provided = Attachment #1, tab 2
- 15) All campus parking requires individual permits at current fees.
- 16) Information not available at this time.
- 17) Previously provided = Addendum 1 Q&A
- 18) Are there any gift cards in distribution?
  - a. Bookstore issues gift cards. Provider: Cards USA.
- 19) RFP Exhibit A - SOW sections #1 and #5. See answer on number 12 above.
- 20) Please see Attached diagram/floor plan on the original RFP document.
- 21) How much storage space is available?

- a. Stockroom = approx. 2,500 downstairs & 1,785 upstairs
- 22) Can you tell us square footage of upper store, in particular square footage of book space?
  - a. Textbooks area approx. 8,550; supplies area approx. 5,950
- 23) Can you send a breakdown of book sales over the last 5 years, and include all versions you provide?
  - a. See attached "Sales by Category-Class" tab
- 24) How many classes are IA? Does your faculty use OER?
  - a. 405 sections over 48 courses (just over 17,000 students); YES
- 25) Information not available at this time.
- 26) Do you have an interest in using physical space for books in a new way if that course materials supply goes digital? Coffee shop/tutoring/etc?
  - a. Information not available at this time.
- 27) Do you have an interest in various Book models, including a Virtual Model?
  - a. Information not available at this time.

Promenade Store:

- 1) The term of the lease is: "December 1, 2016 and ending November 30, 2026".
  - 2) What is the current cost of goods combined for the Promenade Store?
    - a. see attached "Inventory" tab
  - 3) What is the on order cost of goods?
    - a. see attached "Open Purchase Orders" tab
  - 4) Are there dedicated employees for the Promenade store?
    - a. Yes, Store Manager & 6 hourly employees
  - 5) What are the current operating hours per store?
    - a. Garland = 8am-6pm (Mon-Fri) 10am-5pm (Sat) 12pm-5pm (Sun)
    - b. Promenade = 9am-9pm (Mon-Sat) 12pm-6pm (Sun)
  - 6) What is the telephone number for the store?
    - a. 479-246-9299
  - 7) Do you offer discounts at the Promenade Store?
    - a. Yes. Faculty, Staff, Alumni Assoc.
  - 8) Same as #5
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- 28) Could you please provide the last 5 years of enrollment data?
    - a. 2014 – 26,237
    - b. 2015 – 26,754
    - c. 2016 – 27,194
    - d. 2017 – 27,558
    - e. 2018 – 27,778
  - 29) Could you please provide the last 5 years of sales data, broken down by category and broken into campus bookstore and promenade store?
    - a. See attached "Sales by Category-Class" tab
  - 30) Information not available at this time.
  - 31) Can you please provide the current (Fall 2019) textbook adoption list with associated course enrollments, denoting any courses that are Inclusive Access.
    - a. See attached "Fall 2019 Adoption List" tab
  - 32) Is the bookstore currently integrated with Financial Aid? If so, what percentage of sales are made with Financial Aid?
    - a. Not Federal, only Athletic Scholarships, Chapter 31-VA, Rehab, Cherokee Nation, Kaufman, Fellowships and El Dorado Promise via accounts receivable; approx. 21.3%

- 33) What is the university's Student Information System?
  - a. UAConnect
- 34) What is the university's current LMS?
  - a. Blackboard
- 35) Can you please provide a breakdown of current full-time employees, titles, salaries and fringes associated?
  - a. See attached "FT-Salary" tab
- 36) Could you please clarify page 23 #16 Internet Marketing and Sales, what are some examples that the university would "market or contract for the market of merchandise on the Internet outside of this contract?"
  - a. We are looking for vendor input and options for this section of the RFP.