

ADDENDUM 2

DATE: February 23, 2024

RFP NUMBER: UTA2024-006

RFP DUE DATE: March 12, 2024 (REVISED)

The following changes and/or clarifications are hereby incorporated into the RFP. Your proposal must reflect the following:

The due date for proposals to be submitted into Bidnet has been moved to 3:00 p.m. CDT Tuesday, March 12, 2024.

Answers to questions received by the question deadline (I've yet to receive an answer to those highlighted in yellow. I left them in here simply to avoid the need to renumber. I will get the answers to these out as soon as possible.):

Q1 Would the institution consider two separate vendors to work in partnership to provide textbook operations and retail services if it deemed more beneficial to the institution as opposed to a single vendor?

A1 Yes. The University is looking for the best value and benefit to the university community.

Q2 What percentage of course material adoptions are Inclusive Access?

A2 13% of eligible sections for Spring 2024 were Inclusive Access.

Q3 **Please provide sales breakdown of the digital sales category.**

A3 Digital Sales Breakdown for FY23 (September. 1, 2022 thru August. 31, 2023):

Total Sales: \$3.3M

IA \$3.2M

Standalone Digital Access Code Sales: \$100K

Q4 **How much of the \$3.3 million in digital sales comes from inclusive access courses (i.e. materials are directly billed to student accounts upon registration)?**

A4 \$3.2 million of the \$3.3 million in digital sales comes from the IA program.

Q5 Please provide additional information on the "rent exempt" sales line? This is displayed as a negative number. How is this number calculated?

A5 It removes the sales from the Gross Sales calculations. Items exempt include:

Exempt sales: computer hardware sales (JDA dept 830), software (800), iPods (830) and iPod accessories (820-065), department sales at a discount.

Discounts: Departments –on purchases of supplies. Athletic Scholarships (Special Category 1) – on textbooks. Alumni (Special Category 2) –on clothing and gifts. Marketplace (Special Category 3) on testing supplies, on clothing and gifts. Maverick Club (Special Category 4) –on clothing and gifts. Discounts apply to non-sale items only.

Q6 Is the vendor required to pay "rent" in lieu of traditional course material commissions?

A6 Section 6 of the RFP outlines the Financial considerations for this agreement.

Q7 The rent-exempt sales line appears variable and does not follow the sales increase/decrease year-over-year. Please explain how this number is calculated.

A7 It is the sum of all sales from these categories:

Exempt sales: computer hardware sales (JDA dept 830), software (800), iPods (830) and iPod accessories (820-065), department sales at a discount.

Discounts: Departments –on purchases of supplies. Athletic Scholarships (Special Category 1) – on textbooks. Alumni (Special Category 2) –on clothing and gifts. Marketplace (Special Category 3) on testing supplies, on clothing and gifts. Maverick Club (Special Category 4) –on clothing and gifts. Discounts apply to non-sale items only.

Q8 Is there an unamortized/undepreciated balance from prior store renovations or from any one-time contractual contributions? If yes, will a subsequent vendor be expected to cover this cost and how much will that amount be as of June 30, 2024?

A8 Yes, there is. No, they won't be required to cover this cost.

Enrollment

Q9 What is the 2023 academic year undergraduate and graduate Full-Time Equivalent (FTE)?

A9 a. Since registration for Summer 2024 in Academic year 2023 is not open yet, we don't have the data for 2023 academic year.
b. For Fall 2023 (All Hours) FTE ONLY: 29,402.
c. For your reference, previous academic year 2022 (All Hours) FTE is 34,315.
d. Note: All Hours - includes State-Funded Hours and not Funded Hours

Q10 What are the total Attempted Credit Hours for Spring 2023, Summer 2023, and Fall 2023?

A10 Total attempted credit hours for Spring 2023, Summer 2023, and Fall 2023 are 972,151.

Q11 For the 2023 academic year, what percentage of students enrolled were virtual?

A11 The 2023 academic year unduplicated headcount for undergraduate students is 33,537 and for graduate students is 13,795.

Q12 What is the 2023 academic year unduplicated headcount for graduate and undergraduate students?

A12 32% of grad and undergrad students enrolled online only and 34% of students enrolled in mixed mode in 2023 academic year.

Q13 What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit)?

A13 The current enrollment (Spring 2024) for concurrent high school students is 151. Note: Spring 2024 THECB data is preliminary since it's not certified when the report was created on Feb. 12, 2024.

Q13a Do these students use the same course materials as the other students at the institution?

A13a Yes, if enrolled in the same section.

Q13b Do these students receive their materials through the bookstore vendor?

A13b They can, or they can find the materials wherever course materials are sold.

Q13c Is the institution able and interested in including Dual Credit Students as a part of the scope of content coverage through a vendor?

A13c Yes.

Q14 What is the enrollment growth rate projection for the next 5 years?

A14 Undergraduates are expected to grow by 1.5% annually and graduates are expected to grow by 1.1% annually.

Campus Store

Q15 Please provide a list of the college-owned FF&E (furniture, fixtures & equipment) that will remain in the store if the College transitions to a new bookstore provider.

A15 All improvements to the UTA Bookstore facilities shall become the property of University at the termination of this Agreement. All moveable capital equipment purchased by Follett will remain the property of Follett and shall be removed at the conclusion of the current contract.

Q16 Please provide a detailed floor plan of the bookstore location.

A16 Not available as the floor plan is constantly changing depending on the season.

Q17 Please provide CAD drawings of the bookstore.

A17 These are not available.

Q18 What other school expenses must the campus store pay for (utilities, phone, internet trash etc.) and what are those costs?

A18 Please reference 5.4.1.11 of the RFP. Previous expenses are not available to the University given that the current operator receives these directly.

Q19 Are there any plans to move or alter the current bookstore location?

Q19 No.

Q20 Is it the desire of the institution for the chosen vendor to retain the bookstore's current full-time employees? If so, please provide a listing of the current full-time employees and each of their attributable annual salaries.

A20 That is a decision left up to the winning proposer.

Q21 Section 5.4.1.1 indicates a preference for having textbooks available for purchase at the on-campus bookstore. The RFP mentions the University would like textbooks in the store. Are you open to a hybrid model where all course materials are purchased through the Virtual University Campus Bookstore (with ship-to-campus options) and an on-campus bookstore for all other retail services?

A21 Generally, the committee is interested in all models of bookstore delivery that can serve the campus needs. If your response is different than the traditional model, we may be familiar with, we encourage you to fully outline how it would work.

Sales

Q22 Please provide a category breakdown of the units sold for course materials over the past 3 fiscal years provided in the RFP (2023; 2022; 2021).

A22

FY 22, 21 & 20				
Group	FY23 Actual	FY22 Actual	FY21 Actual	FY20 Actual
Text - Used	3,632	3,805	4,367	6,383
Used Course Packs	103	64	61	52
Text - New	18,274	26,385	25,944	38,331
Text - Custom-Published	8,758	5,227	3,763	2,116
Digital Access Codes	1,782	1,736	622	809
Bundles with Digital Access Codes	7	308	464	925
Digital Format Text	65,313	38,457	24,196	16,436
Text - Rentals	7,274	8,765	10,328	12,469

Q23 Please provide a category breakdown of the units sold and gross sales for course materials for the Fall 2023 term.

A23

Group	Units			
	FY24	FY23	\$Var	%Var
	Actual	Actual		
Text - Used	1,279	1,694	-415	-24.5
Used Course Packs	25	48	-23	-47.9
Text - New	10,948	10,456	492	4.7
Text - Custom-Published	3,309	4,979	-1,670	-33.5
Digital Access Codes	748	1,117	-369	-33
Bundles with Digital Access Codes	0	4	-4	-100
Digital Format Text	37,293	31,328	5,965	19
Text - Rentals	2,628	3,726	-1,098	-29.5

Q24 Are the Dual Enrollment gross sales included in the historical gross sales information provided? If not, can you please provide a breakdown of the units sold and gross sales for Dual Enrollment? Categories include New, Used, Rental, Digital Inclusive Access.

A24 Yes, all course materials are included in the gross sales information.

Q25 What percentage of sales for course materials occur online versus in person at the campus bookstore?

A25 YTD online sales are \$678,254, in-store sales are \$2,122,107 this is 32% online sales.

Course Materials

Q26 Please provide the booklist for the Spring 2023, Summer 2023, and Fall 2023 semesters in and Excel format including course number, credit hour, ISBN, and enrollment by section.

A26 Submitted in separate spreadsheet.

Q27 Are there any state laws preventing the institution from enacting an Equitable Access model on campus?

A27 All mandatory fees must be approved by UT System.

Q28 What % of courses use a textbook?

A28 Some classes that don't use a book do not provide that information and therefore this data would not be complete.

Q29 What % use courseware materials (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc.)?

A29 See attached booklists.

Q30 What % of courses with materials use OER?

A30 Many instructors do not provide bookstore insight into adoption of OER. Per System reports, our CMMM calculates a total of 78 courses out of 3311 reported using OER. Remember, many instructors using OER never report to us.

Q31 What is the goal of OER % for the following 4 years of the contract?

A31 Question not understood or reference to 4 years. Generally, faculty are encouraged to seek OER resources if available.

Q32 What is your current level of inclusive access or equitable access courses? (books included in tuition or a separate billed fee).

A32 13% of all sections are enrolled in Inclusive Access.

Merchandise

Q33 Please provide the last 3yrs inventory on-hand of general merchandise as of July 1st (2023, 2022, 2021).

A33 There are 1529 sections participating in Inclusive Access for FY 23. Sales for the program are included in the digital sales reporting. All sales roll into the sales by department numbers provided.

Q34 Can you please provide your brand guidelines?

A34 <https://resources.uta.edu/mme/identity/brand/index.php#:~:text=UTA%20Brand%20uidelines%201%20builds%20credibility%20and%20trust%2C,4%20makes%20recruitment%20easier%2C%20and%205%20builds%20loyalty.>

The University of Texas at Arlington manages licensing through the UT System. The Office of Brand, Trademarks and Licensing must license or provide written approval for any person, business, or organization that wants to use UT System trademarks for merchandise or products.

Q35 Is your merchandise licensed? If so, do you work with a third-party licensing agency?

A35 The University of Texas at Arlington manages licensing through the UT System. The Office of Brand, Trademarks and Licensing must license or provide written approval for any person, business, or organization that wants to use UT System trademarks for merchandise or products.

Q36 Is there any other provider of campus merchandise sales that the school works with? Off campus store, athletic website, publisher content provider etc.)

A36 Question not understood, but what perhaps you are asking is for suppliers of campus merchandise. The winning proposer will find their own suppliers for campus merchandise. The university departments have local or national companies they work with individually for department apparel that can be shared after the contract is awarded.

Q37 Are there any limitations on convenience offerings for food or beverage?

A37 Yes. They are included in Section 1.4 of the RFP

Q38 Is there any other provider of campus store services that the school works with? Off campus store, athletic website, publisher content provider etc.)

A38 We have outlined the current state of the bookstore operation in the RFP document.

Q39 What is the bookstore's role in selling/distributing graduation caps and gowns?

A39 Section 1.4.5 of the RFP notes Jostens holds the exclusive graduation merchandise agreement. The bookstore facility is used for the selling of this merchandise in exchange for a percentage commission.

Inclusive Access (IA)

Q40 IF IA: What is the student opt-out rate?

A40 Less than 1%

Q41 IF IA: How many courses/sections are currently using adopted inclusive access materials?

A41 There were 1529 sections participating in Inclusive Access in FY23 (September 1, 2022 – August 31, 2023).

Q42 IF IA: What is the annual sales volume of inclusive access? Are these sales included in the above reporting requested? If yes, where do they roll up into? If not, please provide.

A42 The IA program has generated \$3.1 million in sales and it is included in the above cited digital sales.

Q43 IF IA: Does IA go through the bookstore provider or directly through the publisher?

A43 Everything is through the Bookstore provider.

Vendor Expectations

Q44 Could you provide more details about any specific challenges you have encountered in the past with customer service, or, if you prefer, with the incumbent service provider?

A44 No, but what we can say is that going forward, we hope to continue providing excellence service levels that meet the needs of our campus community. We would expect the operator to be an avid supporter of campus events and services, and a good friend to the university community.

Q45 What are the current challenges with your existing bookstore operations that you would like to see addressed by this RFP?

A45 A challenge for the future is to address the impact digital course delivery will have on physical bookstore locations, and how operators can continue to innovate to increase foot traffic into the store. Additionally, outreach to the local off-campus community is also important, as the building sits in close proximity to important community engagement spaces and places.

Q46 Are there any programs run by the incumbent bookstore provider that you would like to see continue that are outside of the normal operations of the college bookstore?

A46 Our requests for service levels were outlined in the RFP Scope of Work. Anything above and beyond these requirements are also welcomed.

Q47 What is the highest priority item in the RFP?

A47 Reference Section 2.3.2 of the RFP

General

Q48 Who is on the RFP Committee and what are their roles at the institution?

A48 The RFP Evaluation Team has not been solidified yet.

Q49 Please describe how students utilize their financial aid in the campus store and if there are any restrictions.

A49 Please reference Section 5.4.18.11 of the RFP.

Q50 Is the institution open to self-operating a spirit store (apparel, merchandise, sundry items, etc.) with an online bookstore vendor providing all student purchased materials shipped directly to the campus bookstore for student pickup?

A50 The university is not considering a self-operation at this time.

Q51 How many students currently live in on-campus housing?

A51 3,915 students currently live in on-campus housing, with another ~6,000 living in close proximity to campus.

Systems

Q52 What is your SIS on campus?

A52 Canvas

Q53 Do you use the PeopleSoft system to manage and track student financial aid? Or do you use a different third-party system?

A53 Please reference Section 5.4.7.4 of the RFP

Contracts

Q54 When does the existing Follett contract expire? Please confirm the contract commencement date.

A54 We are currently working under a month-to-month model until a new contract is in place. We will work closely with the current operator and winning proposer to streamline the commencement date. We are shooting for September 2024 or December 2025, but much of it depends on the contracting phase.

Q55 Which term will students begin purchasing from the new bookstore and new vendor?

A55 This depends on when a contract resulting from this RFP is executed.

Q56 Does the University maintain and manage the Starbucks and Apple Store contracts? If so, please provide a copy of the contracts. Or are the contracts through the current bookstore provider?

A56 The University is not a party to these contracts so we cannot provide copies. They are between the current operator and these entities.

PLEASE SUBMIT WITH YOUR PROPOSAL

Nancy Czarowitz

Contract Specialist

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SIGNED: _____

COMPANY NAME: _____