UNIVERSITY of ARKANSAS AT PINE BLUFF 1873

Office of Procurement

Questions and Response
UAPB A218 Bookstore Operations and Management Services

UAPB may request clarification of a question(s) or reserves the right not to respond to that question(s).

Q. Section 1.2 "Background." Please provide the past 3 years sales separated out by product classification. Classifications may vary. For example:

a. New Text
b. Used Text
c. Rental Text
d. Digital Text
e. Trade books
f. School Supplies
g. Computer software
h. Computer hardware
i. Clothing
j. Giftware
k. Convenience
l. Health & Beauty Aids
m. Departmental Purchases
n. Other product categories
o. If applicable, are dual enrollment sales included?

A.

	FY23	FY24	FY25	FY26
Textbooks	250,275	175,274	128,996	95,866
Apparel	156,024	179,509	177,205	122,062
Gifts	13,627	13,110	14,726	14,308

Q. Section 1.2 “Background.” Please provide the total billable credit hours for the previous 2 academic years.

A. 100,486 billable credit hours -Previous 2 Academic Years

Q. Section 1.2 “Background.” What are total billable credit hours for dual enrollment students over the previous 2 academic years?

A. N/A

Q. Section 1.2 “Background.” Please provide a floorplan and any available pictures of the current bookstore space.

A. See Exhibit B

Q. Section 1.3 “Purpose.” Are there any product restrictions set by the college for students using financial aid?

A. No

Q. Section 1.3 “Purpose.” Is the university open to an Equitable Access solution where all required course materials are available to students via a price per credit hour charge.

A. Yes

Q. Section 2.3 “Incumbent Transition.” Are the fixtures in the store fully depreciated in the store do you plan to have the incoming vendor be able to use the current fixtures if needed?

A. See Section 2

Q. What percentage of digital course materials do you have today?

A. About 20%

Q. You mentioned at the Bidders Conference an interest in growing digital adoptions as part of this transition? Confirming this is true and, if so, Do you have faculty support?

A. Yes

Q. Has the institution implemented an inclusive access program? If so, what percentage of courses utilize Inclusive Access and how much revenue is generated from Inclusive Access?

A. No

Q. Are you considering implementing an Equitable Access program as a means to provide digital course materials?

A. Yes

Q. Has the institution conducted any surveys or internal reviews to understand student preferences around course material delivery formats? What student support issues or challenges have been most common?

A. N/A

Q. If you had to pick one thing that would make changing vendors a transformational partnership and not simply a vendor swap, what would it be?

A. N/A

Q. Are books currently included in tuition or a separate billed fee? In the bidders conference, you mention including them onto the tuition bill? Please confirm that.

A. Separate

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

A. No Arkansas state law

Q. Does the Institution require the ability for students to “Opt Out” of an institutional access program?

A. N/A

Q. With a contract Award of July 1st, this would be a tight turnaround for Fall. Are you looking to have a store operational with course materials for Fall 2026 or Spring 2027.

A. Yes, Fall 2026

Q. What are the current auxiliary revenues and/or commissions generated by the bookstore?

A. See Exhibit A -UAPB A218

Q. What are the primary financial objectives of potentially partnering with a new/different course materials provider?

A. N/A

Q. Is student cost savings a priority (e.g., no mark-up by the university with all savings passed to students)

A. Yes

Q. Given your newly renovated store, Are you interested in entirely removing your bookstore from campus? If so, would a fully online bookstore be suitable for consideration?

A. No

Q. Are you happy with your current store staffing levels? As we understood it from the Bidders Conference, you have one full time and one part time supplemented with student employees as needed

A. N/A

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

A. 12

a. Do these students use the same course materials as the other students at the institution? Yes
b. Do these students receive their materials through the bookstore vendor? No
c. Do these students have access to your LMS? Yes
d. Are these students identified or flagged in any way in your SIS? Yes
e. Is the institution able and interested in including Dual Credit students as a part of the scope of content coverage through a vendor? N/A

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

A. N/A

Q. Will you provide these most recent Text Adoptions booklist - preferably in Google Sheet or Excel format?

A. See Exhibit C

Q. What % of courses require a textbook?

A. 80%

Q. What % of courses use courseware, i.e. content with codes (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc)?

A. About 10%

Q. What % of courses use OER? What is the goal of OER% for the following 4 years of the contract?

A. N/A

Q. What are the top three challenges that you face with your current course materials operations/vendor that the institution hopes to resolve with a new provider?

A. N/A

Q. What Commission percentages are you currently being paid for Digital and Non Digital Sales?

A. Digital 3.5%, 7% Non-Digital

Q. What signing bonus, scholarships, sponsorships or other financial incentives have been offered and/or paid by the incumbent bookstore vendor? In what year was this paid?

A. N/A

Q. If you had to prioritize a vendor providing signing bonus, scholarships, facility investment, higher commissions paid, in what order would you rank these?

A. N/A

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

A. No Restrictions, whatever the money allows

Q. Of the fixtures that currently reside in the bookstore, will all remain for use by a new partner? Is there any unamortized expense the new partner must absorb upon commencing operations?

A. See Section 2 -Contractor's Responsibilities

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

A. No other expenses

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

A. No

Q. Do you utilize any sort of campus card program for the purchase of materials in the bookstore? If so, what company do you use to manage it?

A. No

Q. Please specify with your technical team whether the college uses a specific Student Financial Aid integration/software/module. An example is; Campus Card by CBoard OR TrimData

A. Workday – Student Integration

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

A. N/A

Q. Are there any limitations on graduation related sales?

A. N/A

Q. What is your SIS, LMS and Point of Sale System on campus?

A. Workday Student, Blackboard learn, Nelnet

Q. Would you desire to retain the current staff in place in the store?

A. N/A

Q. What is the target start date for operations under the new contract?

A. See Section 1.2

Q. Are you including concurrent or dual enrollment in the figures above?

A. N/A- Only have 12 dual

a. If yes, please indicate concurrent or dual enrollment separate from non-dual enrollment figures so we are clear on the specifics of your enrollment categories.

Q. Will the current FF&E *(furniture, fixtures & equipment)* remain in the store if the College transitions to a new bookstore provider.

A. See 2.4 UAPB A218

Q. The renovation was done a few years ago, has that been amortized? Will there be any billback?

A. N/A

Q. 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

A. N/A

Q. Please provide gross sales by category for the past two years

A. See Exhibit A – UAPB A218

Q. Please provide a booklist in excel or. csv for the current semester, and as many as three years back, by semester. That list would show:

a. ISBN
b. Course
c. Credit hours of each course

d. Actual enrollment by course (capacity and estimated enrollment are not helpful for our calculations, just for context)

A. See Exhibit C - attachment

Q. What goals does your institution have in place for the use of OER over the next five years?

A. N/A

Q. Are you currently running Inclusive Access (IA) programs?

A. No

a. If yes, how many courses/sections are using IA materials?
b. If yes, what is the annual sales volume of IA?
c. If yes, are the sales numbers already included in the digital line item above?
d. If yes, what digital provider is supporting IA courses (Verba / Vitalsource, Willo, RedShelf, Publisher direct, etc)
e. If yes, do any IA courses go directly through the publisher?
f. If yes, is the bookstore currently the exclusive conveyor of IA?

Q. Is the institution interested in an EA program that would provide all students with their course materials on day 1 for a fee that would be included in tuition.

A. Yes

Q. Do all athletic merchandise sales go through the campus store?
a. If not, who handles those sales?

A. No, it is contracted out.

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

A. We purchased through an outside vendor.

Q. What kind of product do you like the store to carry for Greek organizations?

A. N/A

Q. What are the current challenges with your existing bookstore operations that you would like to see addressed?

A. N/A

Q. 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?

A. N/A

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

A. Mandatory Pre-Bid meeting – Committee/Roles

Q. How many students currently live in on-campus housing?

A. 940

Q. Can the contractor use the mail room for deliveries or an alternative location where there is a doc available.

A. Mail room is for flat mail only, parcel or large shipments, an alternative location 1200 N. University Dr., Pine Bluff, AR 71601