

BibliU RFP Questions

1. Please confirm if the intent is to implement a digital-first program where all available digital materials are provided digitally? If not, is there interest in implementing a program as a part of this transition?
 - a. No

2. 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. Not at this time.

3. Are you considering implementing an Equitable Access program as a means to provide digital course materials?
 - a. Not at this time

4. 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?

5. 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. The University wants to provide the best possible experience for our students.
The University is open to proposals by the vendor.

6. Are books currently included in tuition or a separate billed fee? Would you consider including them onto the tuition bill?
 - a. Currently books and supplies are applied to students accounts after purchase from bookstore then financial aid is applied if available.

7. Are there any state laws preventing the institution from enhancing an Equitable Access model on campus?
 - a. No

8. Does the Institution require the ability for students to “opt out” of an institutional access program?
 - a. Yes

9. Is the institution open to an initial contract term of 3 or 5 years if there is a financial benefit to the institution?
 - a. UAM is interested in a minimum of 5 years contract

10. What are the current auxiliary revenues and/or commissions generated by the bookstore?
 - a. See website

11. What are the primary financial objectives of potentially partnering with a new/different course materials provider?
 - a. The University values affordability for students while also recognizing the need to enhance revenue opportunities.

12. Is the student cost saving a priority (e.g., no mark-up by the university with all saving passed to students.)
 - a. The University values affordability for students while also recognizing the need to enhance revenue opportunities.

13. Are you happy with your current store staffing levels?
 - a. The University values the experience of the current staff.

14. What is the current enrollment for concurrent high school students (Dual Enrollment/Dual Credit?)
 - a. Do these students use the same course materials as the other students at the institution? - yes
 - b. Do these student receive their materials though the bookstore vendor? yes
 - c. Do these students have access to your LMS?
 - 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? The university is open to proposals by the vendor

15. What is the enrollment growth rate projection for the next 5 years?
 - a. University cant project out 5 years but would project a flat enrollment for next fall.

16. Will you provide these most recent Text Adoptions booklist – preferably in Google sheet or Excel format?

- a. See website
17. What % of courses require a textbook?
- a. Approximately 80%
18. What % of courses use courseware, i.e. content with codes (i.e., My Personal Lab, Cengage Now, Wiley Plus, etc.)?
- a. Current year 33.12% of dollar sales and 21.9% of unit sales were courseware.
19. What percent of courses use OER? What is the goal of OER% for the following 4 years of the contract?
- a. Approximately 20%
20. We understand the incumbent is Akademos. Are they managing a store for you and how long have they been the incumbent?
- a. The current vendor is Follett and the current contract started in 2019
21. 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. Access and Affordability
22. What commission percentages are you currently being paid for Digital and Non Digital Sales?
- a. 12.75% of all Commissionable Sales, excepting Commissionable sales of digital course materials, up to \$1,000,000
 - b. 13.75% of all Commissionable Sales, excepting Commissionable sales of digital course materials, over \$1,000,000
 - c. And 7% of all Commissionable sales of digital course materials.
23. 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. \$5,000 annually in textbook scholarships
 - b. \$20,000 facility improvement made
24. If you had to prioritize a vendor providing signing bonus, scholarships, facility, investment, higher commissions paid, in what order would you rank these?

- a. Higher Commissions Paid
- b. Signing Bonus
- c. Scholarships
- d. Facility Investment

25. Please provide the last three years' worth of sales data including category breakdowns. (New books, used books, digital, inclusive/equitable access, rental, clothing, gift, convenience, technology, etc.)

- a. See Website**

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

- a. Student receive a credit on the student account that shows an available charge amount that students use to purchase course materials and/or merchandise up to the credit amount of the anticipated aid.

27. 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. All Capital Equipment purchased by the current vendor will remain the property of the current vendor.
- b. The expense is almost fully amortized.

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

- a. School pays utilities, phone, internet, pest control, and internal or external building maintenance.

29. 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. The vendor offers an athletic oriented web-based retail store for the school's athletic department.

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

- a. Not at this time

31. 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. Not at this time

32. Are there any limitations on convenience offerings for food or beverage?
 - a. The University has exclusive pouring rights contract.

33. Are there any limitations on graduation-related sales?
 - a. None

34. What is your SIS, LMS and Point of Sale System on campus?
 - a. Blackboard and Workday

35. Would you desire to retain the current staff in place of the store?
 - a. The University values the experience of the current staff.

36. Are there any plans to move or alter the current bookstore location?
 - a. Not at this time.

37. Please provide CAD drawings of the bookstore.
 - a. See Website

38. What is the target start date for operations under the new contract?
 - a. Target date is July 1, 2026.