

## Sling Shot RFP Questions

1. How does the University of Arkansas-Monticello define success for this partnership in years 1,3, and 5 (cost reduction, engagement, revenue, satisfaction, etc.)
  - a. Success would be defined by excellent customer service, consistent delivery of education materials to students in a timely manner, value for the student, and increasing sales volumes during this time period.
2. Are there specific points with the current bookstore model that prompted this RFP?
  - a. UA Monticello is always seeking to obtain best value for its students, the campus community, and Arkansas taxpayers generally. Consequently, it periodically re-solicits contracts to foster competition, to test the market for better prices, updated technology, and the best pricing available for the commodities and services it needs. Furthermore, Arkansas Procurement Law generally requires such competition for contracts no less than every seven years.
3. How does the bookstore fit into the broader student experience strategy on campus?
  - a. The bookstore is one of the first experiences has on campus and plays a crucial role in student success. The physical location provides access not only to education materials, but also an opportunity for students to purchase items of convenience while not having to leave campus. The bookstore is also a pillar to the marketing plan by the sales of merchandise and apparel throughout the year, but especially through large events on campus.
4. Please provide 3 to 5 years of sales history by category / department.
  - a. Information posted on the website
5. How does the college prioritize student affordability vs. Institutional revenue in evaluating proposals?
  - a. The University values affordability for students while also recognizing the need to enhance revenue opportunities.
6. Are there preferred models (e.g., guaranteed return vs. Variable commission vs. Hybrid)
  - a. UAM is open to the proposal by the vendor.
7. What percentage of courses currently utilize Inclusive UA-Monticello, OER, and print vs digital materials?
  - a. OER – Approximately 20%, Textbooks-Approximately 80%,

8. Are there existing institutional initiatives around day-one UA-Monticello or affordability programs.
  - a. Not at this time
9. How does the college currently enforce or encourage faculty adoption deadlines?
  - a. Current vendor sends email dates, and the Deans of each department and the VC of Academic Affairs help meet these deadlines.
10. What challenges has the college experienced with faculty participation in course material adoption?
  - a. Minimal Challenges
11. Will University of Arkansas-Monticello consider student billing for auto-fulfillment of course materials and course material supplies.
  - a. Not at this time.
12. Can you provide details on current store size, layout, and condition?
  - a. Layout in email
13. Are there planned renovations or openness to redesign?
  - a. No planned renovations at this time. The University would be open to proposals for redesign.
14. Is the college open to transformation concepts (experiential retail, multi-use space, etc.)?
  - a. The University is open to proposals by the vendor, any proposals will be subject to various approval prior to implementation.
15. What role does the bookstore currently play in campus branding and community engagement.
  - a. The bookstore is a pillar to the marketing plan by the sales of merchandise and apparel throughout the year, but especially through large events on campus.
16. What SIS platform is currently in use, and are there any known integration limitations?
  - a. Blackboard and Workday
17. Are there existing APIs or middleware already in place for vendor integrations?
  - a. Yes, APIs
18. What level of real-time data exchange is required vs. Preferred?
  - a. Some real-time integration, but most is scheduled.

19. Are there reporting tools or BI platforms currently used that we should align with?
  - a. Not at this time.
20. Who are the primary users of bookstore data?
  - a. Academic Affairs, Finance Administration
21. What are the most important KPIs the University wants visibility into?
  - a. Ratio of online materials, OER materials, hard copy materials and we would like to see that by unit. We would like to know what percentage of faculty are not adopting by the deadline. Affordability of books compared to other vendors to ensure we are keeping affordability at the forefront of decisions.
22. How quickly can data files be provided for the purpose of setting up data file transfers?
  - a. In a responsible amount of time.
23. Are the current bookstore employees expected to be retained or transitioned?
  - a. The University values the experience of the current staff.
24. What are expectations around student employment levels?
  - a. The University sees value in providing employment opportunities for students.
25. What concerns does the college have regarding transition risk (inventory, systems, staffing)?
  - a. The vendor being prepared to deliver course materials to students as well as integrating with the operating systems.
26. Can you clarify expectations around inventory buyout terms and evaluation methodology?
  - a. New Textbooks
    - i. New textbooks adopted for the next academic term in quantities not exceeding course requirements will be purchased at standard industry discounts or cost.
    - ii. New textbooks not adopted for the next academic term, or adopted but in excess of course requirements, will be purchased at the current wholesale price.
  - b. Used Textbooks
    - i. Used textbooks adopted for the next academic term in quantities not exceeding course requirements will be purchased at 50% of the current retail selling price.

- ii. Used textbooks not adopted for the next academic term, or adopted but in excess of course requirements, will be purchased at the current wholesale price.
    - c. Trade, Reference, and Technical Books (“Trade Books”)
      - i. Trade Books that have been purchased during the past academic year and are returnable to the publisher will be purchased at standard industry discounts or cost.
      - ii. Trade Books not meeting these requirements will be purchased at a price agreeable to School and Vendor.
    - d. General Merchandise
      - i. General merchandise traditionally sold in college bookstore, purchased in the past academic year, in salable condition, not in excessive quantities, will be purchased at standard industry discounts or cost.
      - ii. General merchandise not meeting these requirements will be purchased at a price agreeable to School and Vendor.
27. Are there anticipated changes to exclusive campus vendor agreements that may impact operations?
- a. Not at this time.
28. Is there currently an unamortized amount that would be due should there be a change in vendors?
- a. No, the unamortized amount is minimal and is projected to be complete at the end of the current contract term.
29. Beyond the weighted criteria, what will ultimately differentiate the winning proposal?
- a. Each proposal will be evaluated based on the criteria listed in the RFP.
30. How important are innovation and new models vs. proven approaches?
- a. The University is open to proposals by the vendor.
31. What will finalist presentations focus on most?
- a. If there is a need for additional presentations by the vendor, the evaluation committee will provide that information.
32. How open is the college to reimagining the bookstore as a broader campus service hub?
- a. The University is open to proposals by the vendor.

33. If a partner could significantly reduce student costs while modernizing the experience, how would that be valued relative to commission return?

- a. The University values affordability for students while also recognizing the need to enhance revenue opportunities.

34. What would make this partnership feel transformational rather than just simply operational?

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