

**University of Maine System  
Virtual Bookstore Solution - RFP# 018-26  
ADDENDUM #01**

**QUESTIONS**

1. Can you confirm there is not an on-campus bidder's conference?

**ANSWER:** Confirmed no onsite bidder's conference.

2. Can you provide detailed sales numbers for the Fort Kent campus?

1. New
2. Used
3. Digital
4. Rental
5. Supplies
6. Merchandise
7. Logo Wear
8. Other

**ANSWER:**

E-campus does not do 5,6 & 7 For UMFK.

<b>Fall 2016</b>	<b>Spring 2017</b>
<b>New 376 (39%)</b>	New 225 (39%)
<b>Used 193 (20%)</b>	Used 128 (22%)
<b>Rentals 239 (25%)</b>	Rentals 141 (24%)
<b>eBooks 71 (7%)</b>	eBooks 28 (5%)
<b>Marketplace 84 (9%)</b>	Marketplace 55 (10%)
<b>Total 964 (100%)</b>	Total 577 (100%)
<b>Digital Only 44</b>	Digital Only 75

3. For Augusta Campus, can you clarify the difference between Textbook 1 and Textbook 2 sales numbers?

**ANSWER:** Textbooks indicates new textbook sales, Textbooks II indicates new rentals, and Tradebook II indicates used rentals.

4. Can you provide digital and rental textbook sales numbers for Augusta and Farmington campuses?

**ANSWER:** This data is not available currently please review the details provided in Section 1.1.2.

5. Can you provide details on the % of sales that are made using Financial Aid for each campus?

**ANSWER:** In our model the student pays for the merchandise and are reimbursed through Financial Aid.

6. On page 24, I think the wrong table was included for Exhibit 1 (Table 2). Can you confirm?

**ANSWER:** Exhibit 1 Table 22 is properly referenced

7. Can you identify which SIS and LMS system each campus is currently using in addition to any other enterprise system for Financial Aid?

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**ANSWER:** LMS – Blackboard, SIS & Financial Aid - PeopleSoft

8. Can you provide the current pricing policy for the various course materials categories?

**ANSWER:** As stated in Appendix C, Exhibit 1, Table 3 “The University of Maine System is committed to making course materials affordable to UMS students. Respondent’s course materials pricing policies should be innovative and will be represented what is detailed in the pricing table.” Each campus sets their own approach to pricing we are seeking a solution which takes the concerned noted in the above reference statement into consideration.

9. Would the school be open to staffing the in-store pickup location, or would it need to be staffed by the Contractor (or is the preference to ship to the current on-campus mailroom)?

**ANSWER:** We would prefer direct shipment to the individual purchasing the products.

10. Do the schools plan on maintaining an on-campus store that the Virtual Course Materials Kiosk and Buyback program would operate within or would temporary space be made available?

**ANSWER:** Depends on the campus strategy.

11. Please provide the 3-year FTE history (2017, 2016, 2015) for all seven universities

**ANSWER:** This information is not available, please use the data provided for University of Maine at Augusta, University of Maine at Farmington and University of Maine at Fort Kent

12. Please provide the 3-year Gross Annual Sales history (2017, 2016, 2015) across all sales categories for all seven universities since only Augusta and Farmington where provided

**ANSWER:** This detail is not available please use the information provided in Section 1.1.2.

13. Which of the Universities are participating in this RFP and are moving to a Virtual Bookstore Solution in 2018?

**ANSWER:** This will be dependent on the solution provided. University of Maine at Farmington and University of Maine at Fort Kent both currently use this strategy. University of Maine at Augusta is considering the option and there is some interest regarding the merchandising options for University of Southern Maine.

14. The RFP states that the document is primarily for Augusta, Farmington and Fort Kent, but all campuses must be afforded this solution. Based on this, how should the “Cost Evaluation” be calculated since a commission and minimum annual guarantee would logically be tied to the total annual sales. Should this just be based on which ever universities are participating in 2018 (the answer to the question above)?

**ANSWER:** Please follow the instructions provided in Appendix C Exhibit I

15. What’s the mechanism for the non-participating universities to opt-in to the Solution?

**ANSWER:** The contract template allows for a campus to opt in using the Rider D document provided.

16. What is the LMS and SIS systems for all of the universities?

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**ANSWER:** Blackboard

17. With what 2018 Academic Term will the new Virtual Bookstore Solution go into effect for student orders for the participating universities (e.g. Fall Term 2018)?

**ANSWER:** Ideally yes, however there may be some need over the summer sessions as well.

18. Will each of the participating universities maintain an on campus store for spirit shop and general merchandise items?

**ANSWER:** Dependent on Senior Managements desire to do so and the success of the online program.

19. Based upon 1.1.3 Purpose and 1.1.4 Specifications/Scope of Work it appears that improved affordability for students and a best-in-class experience are clearly the two top priorities for the University System for this new solution. Please confirm.

**ANSWER:** Yes that is correct.

20. Regarding 2.1.2.1 - this doesn't make sense for a commission based financial structure (i.e. since the cost to the University System is zero for all vendors), can this please be reviewed and/or clarified.

**ANSWER:** We still use the same formula to calculate the score.

21. Regarding 2.1.1 Scoring Weights - why is Cost Evaluation given the highest overall point weighting (for example versus lowering costs for students)? This seems to run counter the prioritized goals for the University. Could the evaluation committee review the point weightings and see if adjustments should be made?

**ANSWER:** No adjustment will be made.

22. Regarding 3.1.3 and 3.1.4 - would the University System be open to allowing vendors to submit a "Cover Letter" and "Executive Summary" with the proposal (prior or immediately after "Section 1")? Many evaluation committees at other institutions find this summary helpful in summarizing and differentiating vendor proposals and this would seem like a great complement to the Yes/No/Partial responses in Appendix H-2.

**ANSWER:** Yes Appendix A is the Cover Letter portion of the response.

23. Regarding Appendix C - please define "Marketplace Purchases"

**ANSWER:** The Marketplace is a market of private sellers affiliated or backed in some way by the vendor and listed on the vendor's sales platform.

24. Required Cost Evaluation Exhibits. Where would any narrative support for the cost proposal be included? There are new financial contribution models that institutions are opting for with regard to virtual bookstore solutions that these excel Tables do not account for.

**ANSWER:** You can add detail after the appropriate table for Appendix C.

25. For the Minimum Annual Guarantee, can a "Total" line be added so vendors can provide one total Minimum Annual Guarantee, not one for each category? This would make more sense, since for

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example a Marketplace Purchase is a subset of Book Sales and the mix could change effecting this calculation (and the universities would probably not want a vendor to point students away from lower cost course materials on a marketplace if the mix changes over time impacting the minimum guarantee). Also from an administrative standpoint having one total minimum guarantee will be much easy for the Universities (and vendor) to track and reconcile each year.  
**ANSWER:** You can certainly add a total line but we need the information provided separately for each item listed as well.

26. For the Minimum Annual Guarantee - the table header of "Commission as Percentage of Commissionable Sales" doesn't make sense, since this is asking for a fixed \$ amount, correct?  
**ANSWER:** Yes that is correct you can ignore the header "Commission as Percentage of Commissionable Sales". If you look at the excel version provided with the RFP you will see this version for Exhibit 1 Table 2:

Respondent's Name:						
		Minimum Annual Guarantee				
#	Category Description	Year 1	Year 2	Year 3	Year 4	Year 5
	Minimum Annual Guarantee					
<b>Note: The Contractor shall pay UMS the greater of Minimum Annual Guarantee or the Commission as % of Commissionable Sales</b>						

27. Exhibit 1 (Table 3): For "Pricing Model", are you just looking for an "X" in the column? For example "X" if the model is cost plus? If Other, it is clear since the description will also be typed in that cell.  
**ANSWER:** No, we are looking for the mark-up percentage. For Other you can list the type and the mark-up percentage applicable.
28. Section 4: Besides just inserting Appendix E, does anything get filled out on Appendix E at this time? For example, should this be signed now as part of the RFP submission? It seems like this would not be the case since Agreement negotiations are referenced a few times, but just confirming. Also, what Riders need to be filled out now versus later during the contract? Some of the items are clear like Rider E and some appear to be items completed post award, like Rider D and F.  
**ANSWER:** If you are agreeing to the terms you should sign page 34. Please read the instructions provided in Section 1.2 of the RFP.
29. Appendix H-2: Q15. Please define "Demographic Info" (also referenced in other Category Items on this chart)? I don't think the University means age, gender, ethnicity, etc. with regard to the data their bookstore solution would capture and share.  
**ANSWER:** Personally identifiable information like address, contact information, etc.
30. Q35. What do you mean by "events attended"? How would the virtual bookstore get this information from the University?  
**ANSWER:** Ignore 'events attended' reference.

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31. Does the University of Maine have a “inclusive access” program? If not, is there interest in including this type of model in the near future?

**ANSWER:** Some campuses do have the beginning stages. Interest in including this type of model would depend on campus strategy.

32. Section 1.1.2 provides initial sales detail on the University of Maine Augusta and Farmington campuses. Please provide similar sales detail for the other respective University of Maine campuses that are a part of this RFP process.

**ANSWER:** This detail is not available please use the information provided in Section 1.1.2.

33. Section 1.13 lists several reasons as to the intent of this RFP. Included is the comment of “Enhanced exposure of the UMS brand”. Can you please comment on the nature of this statement and does this include the desire for the provider to sell soft good/emblematic items as part of the proposal response and are these items to be sold in an online format only? In that scenario, what will happen to the present University operated campus bookstores that sell textbooks and clothing in a physical store model?

**ANSWER:** Yes depends on campus strategy. The brand is campus specific and merchandise may include (clothing, mugs, etc.) which may be sold online, at the campus or some other venue, again based on the campus strategy.

34. Would the University system have interest in providing a proposal for a full service physical bookstore in tandem with the virtual store to enhance services for the campus? If so please provide the present bookstore footprint of each of the University’s for consideration in this proposal response.

**ANSWER:** Responses should be specific to the scope of work noted in the RFP which does not include a physical bookstore.

35. Section 1.29 employees for the Bookstore operation. If the answer is yes to question #34, would the system like Follett to consider the hiring of any present Bookstore associates? If so, please provide each associate’s annual salary as well as their individual years of service working at the respective University of Maine bookstores.

**ANSWER:** Responses should be specific to the scope of work noted in the RFP which does not include a physical bookstore

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36. How are textbooks currently priced (% margin or % makeup) for new, used, digital, rental? What margin % or markup % is applied to pricing custom textbooks and custom materials (e.g., course packs)?

**ANSWER:** As stated in Appendix C, Exhibit 1, Table 3 “The University of Maine System is committed to making course materials affordable to UMS students. Respondent’s course materials pricing policies should be innovative and will be represented what is detailed in the pricing table.” Each campus sets their own approach to pricing we are seeking a solution which takes the concerned noted in the above reference statement into consideration.

37. What Learning Management (LMS) is in use?

**ANSWER:** Blackboard

38. What Student Information System (SIS) is in use?

**ANSWER:** SIS = PeopleSoft

39. Describe the current process to handle the purchase of course materials by student financial aid?

**ANSWER:** In our model the student pays for the merchandise and are reimbursed through Financial Aid.

40. What percentage of the student population receives financial aid for use in buying course materials? Please provided sales of course materials with financial aid for the past three years.

**ANSWER:** In our model the student pays for the merchandise and are reimbursed through Financial Aid.

41. Do any of the institutions immediately impacted by the RFP have any off-site educational centers? If so, please provide the locations of these centers and the enrollment/FTE for each location. How is service provided and what are the sales of each location? Please clarify and define the expectations you may have for any campus based services.

**ANSWER:** Responses should be specific to the scope of work noted in the RFP which does not include a physical bookstore. The sales numbers provided include all off-site locations.

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42. Is it the intent of the RFP that the selected vendor will be the exclusive provider of all adopted course materials? Are there any pending or existing contracts with a vendor for any courses that include digital course content (Cengage, Pearson, McGraw Hill, etc.)? If yes, please provide details.

**ANSWER:** The University does not enter into 'exclusive agreements'. Yes we do have agreements with the ones mentioned at some of our campuses. Our continue use of these will be dependent on Senior Managements desire to do so and the success of the online program.

43. We request MS Excel versions of the tables in Appendix C.

**ANSWER:** Attached

44. We request MS Excel version of the tables in Appendix H-2.

**ANSWER:** Attached