

Below are questions that were brought up during the RFP Respondent Site Visit. Many of the questions were answered during the meeting. However, as a follow up to the meeting we will provide a recap of the questions asked with formal answers.

1.) FY2016 Financial for the Campus Store broken down by segment with FTE information included.

FTE information will be sent directly to prospective vendors.

2.) What margins are currently being seen with books, apparel and supplies?

<u>FY16 GM</u>	Revenue	COGS	GM	GM%
Trade Books	\$ 21,326	\$ 14,177	\$ 7,149	34%
Textbooks	\$ 1,852,227	\$ 1,390,665	\$ 461,562	25%
Supplies	\$ 380,921	\$ 252,166	\$ 128,755	34%
Computer	\$ 1,054,382	\$ 972,570	\$ 81,812	8%
Grocery Sales	\$ 73,183	\$ 51,782	\$ 21,401	29%
Clothing	\$ 613,361	\$ 387,536	\$ 225,825	37%
Total	\$ 3,995,400	\$ 3,068,896	\$ 926,504	23%

<u>FY15 GM</u>	Revenue	COGS	GM	GM%
Trade Books	\$ 26,283	\$ 17,317	\$ 8,966	34%
Textbooks	\$ 2,082,379	\$ 1,560,192	\$ 522,187	25%
Supplies	\$ 381,107	\$ 278,295	\$ 102,812	27%
Computer	\$ 937,009	\$ 872,730	\$ 64,279	7%
Grocery Sales	\$ 72,714	\$ 49,201	\$ 23,513	32%
Clothing	\$ 635,724	\$ 406,272	\$ 229,452	36%
Total	\$ 4,135,216	\$ 3,184,007	\$ 951,209	23%

FY14 GM	Revenue	COGS	GM	GM%
Trade Books	\$ 31,756	\$ 21,554	\$ 10,202	32%
Textbooks	\$ 2,071,188	\$ 1,542,277	\$ 528,911	26%
Supplies	\$ 344,482	\$ 241,012	\$ 103,470	30%
Computer	\$ 1,378,424	\$ 1,324,365	\$ 54,059	4%
Grocery Sales	\$ 70,281	\$ 46,129	\$ 24,152	34%
Clothing	\$ 545,557	\$ 334,486	\$ 211,071	39%
Total	\$ 4,441,688	\$ 3,509,823	\$ 931,865	21%

3.) Why are we looking into outsourcing the Campus Bookstore?

We are looking at the University as a whole and evaluating each area to determine if we are offering our staff and students the best product. We are evaluating service, functionality, efficiency, and quality in hopes to optimize the entire University.

4.) Will there be a satellite store located at the New Stadium?

Yes. There is a plan for the Campus Store to operate a satellite location in the new Wildcat Stadium. However, the location and logistics of the set-up are still to be determined.

5.) What systems are currently used for sales in store and online, and for data tracking?

MBS Inventory System (GM2 & TA2)
MBSPOS
MBS InSite (website solution)
Google Analytics

6.) What suppliers are used?

Dallas Pen
Douglas Stewart
D and H
Grocery Supply Inc

7.) How is the bookstore used to help promote marketing for sports and alumni engagement?

The Campus Store sets up a stadium store at all home football games. The Campus Store is promoted by Athletics thru the url www.acunike.com. The Campus Store provide prizes for the homecoming golf tournament. As part of Business Service, The Campus Store is a premier marketing partner with ACU Sports, providing t-shirts for trade-up events, t-shirts that are thrown into the stands, setting up a booth in Wildcat Country at the stadium, etc.

The Campus Store provides birthday coupons, at the stores expense, for the Alumni Association to email to alums for their birthdays. The coupon code provides for 20% off one purchase of ACU merchandise.

8.) How long is the Apple Contract? Are Apple margins determined by markup or rebate? How is this negotiated?

The agreement between the bookstore and Apple is year to year as long as the bookstore maintains the standard Apple requirements to take part in the Campus Store Program, or the bookstore decides they no longer want to be a retailer of Apple Merchandise. Margins are based on rebate. There are no negotiations. If a campus wants to be included into the Apple Campus Store Program, the terms are consistent with each campus.

9.) Is a replacement/repair and diagnostic service provided through the Apple Store?

Team 55 currently fulfills the requirements for our repair center. Apple requires employment of 2 certified Apple Tech representatives.

10.) How does Financial Aid flow through the bookstore? How does the student account work to allow charges? Is this a program we would like to see move forward?

Financial Aid is loaded into student accounts and students are able to charge academic related items (books and school supplies) to their student accounts.

11.) How are Bean Bucks and Campus Cash allowed to be used within the Campus Store.

Bean Bucks can only be spent on food and drink. Campus Cash is loaded on their student ID card and can be used to purchase books and school supplies.

12.) How does ACU Press interact with the Campus Store?

There is no formal agreement. The interaction is strictly a vendor relationship.

13.) How often are custom books used and how many are run through store?

Custom books are seldom used. Less than 10% per semester.

14.) How does the downstairs bookstore manage traffic?

There is no formal traffic plan for the downstairs level. Traffic is handled as best as possible, some additional staffing is used. Usually freshmen are guided, the returning students have a sense of where they are going and don't need as much assistance.

15.) How early are textbooks posted online?

The books are posted as soon as the book list is handed down from professors. Deadline is set based on buy back. Usually the Fall semester is available by the end of May.

16.) How does Name Tag Engraving work? Who is it provided for?

Campus departments fill out a request form and turn that over to the bookstore. The bookstore purchases supply from Staples, but the plastic name plate separately. The bookstore owns the engraver and does the engraving on site for completion.

17.) Please provide a breakdown of sales by department/category for the most recent three years, including year-to-date. Ex. new textbooks, used, clothing, sundries, electronics, graduations regalia, etc.

	FY16	FY15	FY14
Textbooks - Leased	\$ 67,559	\$ 96,559	\$ 93,509
Textbooks - Sold	\$ 1,852,227	\$ 2,082,379	\$ 2,071,188
Supplies	\$ 380,921	\$ 381,107	\$ 344,482
Groceries	\$ 1,054,382	\$ 937,009	\$ 1,378,424
Computers	\$ 73,183	\$ 72,714	\$ 70,281
Clothing	\$ 613,361	\$ 635,724	\$ 545,557
	\$ 4,041,633	\$ 4,205,492	\$ 4,503,441

18.) Please provide total dollars in scholarships/grant sales for each year

The sales system does not earmark this as a sales item and therefore does not capture this figure broken out separately

19.) Please provide enrollment for the same three years, indicate FTE or headcount

	FY16	FY15	FY14
Student Headcount	4,544	4,427	4,461
Residential Students	4,216	4,135	4,170

20.) Please provide scaled blueprint of the bookstore space including sales floor, offices, and storage.

See "Bookstore Lower Level" and "Bookstore Main Level" .pdf documents.

Square footage: Basement: 3,283 sq. ft.; Campus Store: 6,308 sq. ft.

21.) Please provide current monthly charges for bookstore equipment, local telephone, and internet.

There are currently no charges applicable to these areas.

22.) Will we be allowed to visit with the staff concerning their interest in transitioning to the awarded vendor?

Yes, when and if a vendor is chosen.

23.) Are all regular full and part-time employees recommended for hiring by the awarded vendor?

Yes

24.) Do local businesses accept ACU Campus Cash?

No

25.) Are there any off campus textbook sellers in Abilene that accept ACU Campus Cash?

No

26.) Please provide satellite locations and services currently provided to satellites.

There are currently no satellite locations.

27.) Please provide dollar value of unamortized furniture, fixtures, equipment, and leasehold improvements.

The equipment used in the bookstore are years past their level of value. The store equipment has remained the same for several years.

28.) Please describe the University's vision on on-line textbook subscription services and library content to be provided by the bookstore.

The University, in conjunction with the bookstore, want to provide the best learning tool for students, whether that is hard copy or digital. Whatever provides the students with the best opportunity to learn.

29.) What textbook management and point of sale system is currently used in the bookstore?

The campus store currently uses Missouri Bookstore (MBS) for textbook management and CS Gold for point of sale.

30.) Please describe the method and the timeline for financial aid distribution as it relates to books and the remainder funds.

Funds are loaded into the student accounts on August 3rd for the fall and January 10th for the spring.

31.) Is there a limit on financial aid for book and supply purchases?

There is no limit on the amount, however, financial aid dollars can only be used on books and school supplies.

32.) Are there restrictions on what students are allowed to purchase with their financial aid funds?

Yes. Students can only use financial aid funds to purchase course materials or school supplies. This does include one iPad their freshman year.

33.) Does ACU currently have exclusive contracts with publishers/vendors for printed or digital online courses/content (Pearson, McGraw-Hill, etc.)?

No

34.) What Student Information System (SIS) is used at ACU?

Ellucian Banner

35.) Please provide the frequency of class starts and duration. (i.e. semester, quarter, tri-semester, etc.)

Three summer sessions each three weeks long for a total of nine weeks beginning in May

Fall Semester (August - December)

January Short Course

Spring Semester (January - May)

36.) Does ACU have a formal adoption policy that encourages faculty to use a textbook for multiple semesters?

ACU does not have a formal adoption policy regarding textbook use over multiple semesters, however, it is strongly encouraged.

37.) Does ACU bookstore provide textbook rentals?

Yes, and has a competitor comparison website to get the best price point for the student. They have agreements established with other vendors through this website that allows them to receive commission off of other sales

38.) Please describe the plans to include bookstore/spirit store or kiosk at the new stadium.

There are plans for a kiosk in the new stadium

39.) Please provide details of contract between Nike and the bookstore.

The fixtures belong to Nike and they are given the prime selling space. There are no financial arrangements and no obligation to purchase minimums. The bookstore works with Branded Custom Sports, a domestic retailer for Nike.

40.) Please provide details of agreement between Apple and the bookstore.

The agreement is not exclusive, however, Apple is to be displayed separately from all other branded merchandise. The bookstore is required to report sales and inventory on a weekly basis. They also must report their marketing plan to Apple on a quarterly basis. There are no financial terms other than the bookstore is given a rebate based on criteria such as sales growth and inventory to sales ratio.

41.) Is the bookstore the campus provider of Apple products for ACU departments?

Yes

42.) Does ACU require students to use a particular Apple product to access course materials?

Any student enrolled in a tablet-designated (T) course -- including all incoming freshman students in fall 2016 -- are required to have either an iPad mini, iPad2 or newer device. Sophomores, juniors and seniors may also take one or more of the tablet-designated courses. ACU strongly recommends the iPad for two reasons. First, professors may choose to use iPad-specific applications that are not available with other tablets. They also may share documents or ask you to collaborate with classmates using your device. Some information and tools do not share across platforms, which could prohibit your participation. Second, ACU offers support for the iPad. If you have technical difficulties, you can receive support by visiting our Team55 desk or calling the Team55 helpline. (Campusstore.acu.edu)

43.) Please provide information concerning the campus meal card and its allowable uses in the bookstore.

Campus Cash and Bean Bucks are both used in the bookstore, however, Bean Bucks can only be used on food and drink.

44.) Please provide a description of the bookstore's current loyalty reward program.

The Purple Card Rewards program is the ACU Campus Store's loyalty program, which gives you points for each qualified purchase you make. The points you earn can be redeemed through our website for Campus Store eGift cards.

When you **sign up** for a Campus Store profile, you will be asked if you would like to participate in the Purple Card Rewards program. If you already have an account, you will be asked to join or opt out when you **log in**. Simply select "Yes" to participate and enter your Purple Card Account Number. We recommend you make this number your nine-digit Banner ID or 10-digit phone number.

If purchases were made in-store with your Purple Card before you enrolled online, please allow 24 hours for your points to appear on your account.

Earn points with every qualifying purchase, in-store and online. When you make a purchase in store, give your Purple Card number to the store associate at the time of purchase. For purchases made online, points will automatically be recorded.

- General Merchandise and Textbooks: \$1 = 1 point
- Computers and Accessories: \$3 = 1 point

Points are available to redeem 30 days after purchase and never expire.

All points are redeemed online for Campus Store eGift Cards. You can receive a \$25 eGift Card for every 500 points you earn. To view your points or to redeem your points, **log in** to your account and click on "**View Purple Card Rewards Information**". (campusstore.acu.edu)

45.) Will the current Campus Store Director, Textbook Manager, and Retail Manager be available for hire if ACU decides to outsource bookstore services?

Yes, when and if a vendor is awarded.

For Reference

1. Executive Overview is a brief summary of what is being proposed.
2. Proposal Overview is a step-by-step summary of what is being proposed.
3. Method of Cost is up to the vendor but should be communicated in a way that is clear and understandable.



