December 4, 2019

ARIZONA STATE UNIVERSITY

ADDENDUM 1

RFP 342004 Campus Store and Bookstore Consulting Services

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 12/05/19 at 3:00 P.M., MST.

Q1: What is the annual sales revenue for each of the four stores?
A1: This information will be provided to the awarded company for this RFP.

Q2: The pricing form, Section IX, indicates an hourly rate configuration. Is it alright to submit a fixed fee rate inclusive of travel?
A2: It is acceptable to provide a fixed fee with separated costs for travel expenses. However, if ASU decide to contract or request additional work outside of the fixed fee schedule, the hourly rates should be identified for evaluation purposes in your proposal.

Q3: What is the sales volume of the Arizona State University Bookstores for the last fiscal year and 2 years prior? What are the sales volumes by key product category? What is the sales volume by location and ecommerce, including any Trailers, Pop-Ups or the Kiosks used at events?
A3: This information will be provided to the awarded company for this RFP.

Q4: What is the sales per square footage by location, along with back room storage? Is there separate warehouse space devoted exclusively to the bookstore currently used for receiving or storage purposes? If available, could you provide floor plans for each location and any storage space used?
A4: This information will be provided to the awarded company for this RFP. Proposers are welcomed to visit any of the campus bookstores at their discretion.

Q5: What is the FTE enrollment for Undergraduate versus Graduate Students at Arizona State University?
A5: [https://www.asu.edu/about/enrollment](https://www.asu.edu/about/enrollment). Additional information can be found at [https://www.asu.edu/](https://www.asu.edu/).

Q6: How many students are enrolled predominately for online only programs? Are all online only programs supported by the Main (Tempe) campus store? For all online courses, are Course Materials supplied by Arizona State University’s Follett partnership or is another 3rd party service provider used?
A6: [https://www.asu.edu/about/enrollment](https://www.asu.edu/about/enrollment). Additional information can be found at [https://www.asu.edu/](https://www.asu.edu/).

Online students are able to source through [https://www.bkstr.com/arizonastatetstore/home](https://www.bkstr.com/arizonastatetstore/home) (Follett).
Q7: Has the Arizona State University Bookstore conducted a recent (within the last three years) customer service, student survey, or faculty survey? If so, can those results be made available?
A7: Not to our knowledge.

Q8: Does the campus retail operation support any fulfillment for the University Athletic department? If not, who is their 3rd party partner?
A8: Yes, for course materials. No for athletics team shop and athletics website, currently managed by Fanatics.