

## RFO PROPOSAL QUESTIONS

1. Most recent 3-5 year historical sales with breakdown by class/department, plus to-date sales with breakdown. **Provided with yesterday's numbers.**
  - a. Total Financial Aid sales for each year

FY 19	521782.00
FY 20	508420.70
FY 21	402663.50
  - b. Are game day, athletic venue sales included in sales? **Yes**
  - c. Total number of online/web orders.  
YTD Web sales through 3/3/2021=\$916,749. This is for sales only; does not include shipping costs.
  
2. 3-5 year historical enrollment. Specify by campus if appropriate.

2015-2016 – Jonesboro	= 13,410
2016-2017 – Jonesboro	= 14,085
2017-2018 – Jonesboro	= 13,930
2018-2019 – Jonesboro	= 13,709
2019-2020 – Jonesboro	= 13,356

[https://www.astate.edu/a/irp/files/factbooks/2019-2020\\_FB.pdf](https://www.astate.edu/a/irp/files/factbooks/2019-2020_FB.pdf) - Page 24
  
3. Student Information System? **Banner**
  
4. Current pricing policies for new, used, rental, and digital course materials?

New textbooks will be priced at no more than the publisher's list price, or at a maximum 25% gross margin (cost divided by 0.75) on net price books (inclusive of restocking fee and return penalties), plus ordinary direct overhead expenses such as shipping and freight. "Net priced books" are defined as books that do not have a publisher's suggested list price or when the publisher's discount to bookstore is less than 20%

Used books in good condition will be sold at least 25% less than the selling price of a new version in the bookstore at such time.

Ebooks, ecoursepacks, coursepacks, text packages, kits, sets, bundles and non-returnable and return-restricted texts will be priced at not more than 30% gross margin (cost divided by 0.70) (inclusive of restocking fee and return penalties), plus ordinary direct overhead expenses such as shipping and freight; provided however, that the bookstore reserves the right in its discretion to adjust margins on ebook, ecoursepack and similar transactions.

Non-text products will be priced within nationally accepted industry standards.
  
5. What course materials options are currently offered?
  - a. Direct digital? **Yes**
  - b. OER? **Yes**

- c. Rental? **Yes – new & used; faculty can also request titles to be rentals.**
  - d. Subscription? **Yes**
  - e. Other? **Custom bundles, nurse kits, science kits, etc.**
  - f.
6. Does the bookstore have assigned space or kiosks at sport venues? Are sport event sales included in total sales? **Team store in Stadium dedicated; Concession stand only for athletic events and product not always guaranteed to be able to be stored there; merchandise is sold at the First National Bank Arena for all Men's/Women's home Basketball games; merchandise is also sold inside the Baseball Concession kiosk.**
7. Does the bookstore currently offer price matching? If so, please provide the price matching policy? **Yes. Prices are matched against Amazon, Barnes & Noble or a local campus competitor. Excludes peer-to-peer marketplaces, Amazon Prime, Amazon's Warehouse Deals, Deals of the Day, aggregator sites, digital books and publisher-direct prices. Price adjustments provided at time of purchase to customers with a printed screenshot of ad shown via mobile device of a competitively-priced textbook, or within 7 days of the original transaction with original receipt. Maximum of \$100 per item and \$1,000 per customer. The book must be in stock with us and with the retailer advertising the lower price. If the book is rented, the rental period must be the same as the bookstore's. In-store only. Purchase and price adjustment differences will be provided in cash. No price matches on bulk purchases.**
8. Does the University/departments have direct contracts with publishers or digital material provider(s)? **No**
9. How are athletic scholarship sales processed?  
**Currently, University Athletics charged flat rate for course**
10. Campus one-card provider?  
**Transact**
11. Are there any University sanctioned or mandated initiatives to lower the cost of course materials?  
**Flat rate for Athletic Scholarship per course; university purchased 3 licenses from Top Hat that are free to students.**
12. Current contractual financial agreement?  
**University does not wish to disclose current financial agreement**
13. Has the contract or financial agreement been amended in the last five years?  
**5/27 IncludEd agreement with Athletics**
14. How are satellite campuses served?  
**Mountain Home on current contract. Others self-op or contracted**
15. Student information system? (i.e. Colleague, Banner)  
**Banner**
16. Are athletic teams contracted with a vendor for apparel/uniforms?  
**Adidas**