

**University of Massachusetts, Amherst
RFB# AA12-RH-4491**

**Contract: Student Linens Program
Addendum # 1 – Dated 1-19-2012**

Below is a listing of vendor questions that were submitted prior to the deadline on RFB # AA12-RH-4491 – Contract: Student Linens Program

Due to the nature of these questions the bid opening date will remain as originally scheduled:
Thursday, January 26, 2012 @ 1:00 EST.

Question # 1: What was the percentage of net sales the University received for the previously awarded vendor?

Answer # 1: 20%

Question # 2: Did the previously awarded contract indicate a minimum dollar amount the University would receive regardless of the net sales total?

Answer # 2: No.

Question # 3: How many orders does the Student Linen Program contract typically generate?

Answer # 3: Solicitations are sent to all new students (approximately 4500) each summer. For the past year, this has resulted in 740 (2009), 712 (2010) and 798 (2011) orders.

Question # 4: Does the University have a preference to award the contract to a company who has “Made in the USA” products?

Answer # 4: Yes, it is a preference, but not a requirement.

Question # 5: Does the University have a preference to award the Student Linens Program contract to a small business?

Answer # 5: Our goal is to find a company with a strong reputation and history of selling linens to college students. Specific preference is not given to SOWMBA businesses unless it is a tie-breaking qualifier.

Question # 6: The RFB asks for 3-similar references. If only one (1) similar reference can be provided, will the bid be rejected?

Answer # 6: As stated in the RFB, the successful bidder shall be in the usual business of offering linens to college students as a fundraising opportunity. As such, three comparable references are preferred.

Question # 7: What factors and weighting criteria are most important when selecting a bid for the Student Linens Program?

Answer # 7: Cost to the student, quality of the product, university’s commission rate, and the vendor’s experience.

Question # 8: When selecting the vendor, is the University seeking the “best buy” for the students or maximum commission for the University?

Answer # 8: Both. While quality of a product/service for our students is always of utmost concern for us, the University also relies on this income to fund student programming objectives. The revenues from the linen program directly affect the students in our halls and the monies are managed by the Residential Leadership Association.

Question # 9: Was 200-thread count the minimum thread count on the University’s previous contract?

Answer # 9: Yes.

Question # 10: What possible opportunities or improvements is the University looking for from a difference service provider?

Answer # 10: None that we know of, though suggestions are encouraged.

That said, we are NOT interested in having linens delivered to students at their university address. The campus does not have the space or resources to manage timely delivery during move-in time. We are already overwhelmed with other student packages and textbook deliveries.

Question # 11: Did the University receive the service and quality that was expected from the previous independent contractor?

Answer # 11: Yes.

Question # 12: What companies has the University awarded the Student Linen Program contract to in the past?

Answer # 12: Our most recent contract was with On-Campus Marketing.