Below are the vendor questions that were submitted prior to the deadline listed in the RFP. University responses follow each of the vendor questions. All vendors responding to this RFB must incorporate these items into their response. Failure to do so may disqualify the vendor.

General Information:
1. Vendor interviews will be conducted during the period of April 14th thru April 25th. More details will be released after the RFP response opening date.
2. A rendering of the new dining area on the main concourse of the Student Union building is attached for your information (CC Concourse Reno Project.pdf). This new dining area is anticipated to draw approximately 5,500 students and staff to the Campus Center daily.

Q1. What percentage of students utilizes financial aid?
A1. 60% of full and part-time graduate and undergraduate students receive financial aid.

Q2. What percentage of textbook sales are purchased with student financial aid funds?
A2. This information is not available.

Q3. Please describe the method of disbursement of financial aid funds to students for textbook purchases.
A3. All excess financial aid funds are disbursed as a refund to the student. Student refunds are available as a direct deposit to a student's bank account or in the form of a paper check.

Q4. Please describe the method of disbursement of scholarship account charges for student textbook purchases.
A4. Same as Q3.

Q5. What transaction software is utilized for the implementation of the UMass Amherst Campus Card?
A5. UMass Amherst Campus Card uses CBord CS Gold v6.x

Q6. Can you estimate the percentage of students currently using the campus bookstore for textbook purchases?
A6. The RFP provides enrollment data and sales data, which will allow contractors to estimate market share based on their experience and their formulas. There are no figures available to estimate the percentage of students purchasing from the Textbook Annex. Sales are tracked, but individuals making the purchase(s) are not.

Q7. What is the annual average full time student course load (# of credits and/or courses)?
A7. Average full-time undergraduate credit load (fall and spring average):
   - 2013-2014: 15.75
   - 2012-2013: 15.73
   - 2011-2012: 15.72

Q8. Can you provide enrollment projections for the next 3 years?
A8. The University expects enrollment to remain steady for the next three years.

Q9. Will the selection committee include representatives from faculty, students and administrative groups? If not equally representative, how is the makeup of the selection committee determined?
A9. Yes, the selection committee includes representatives from faculty, students and administrative groups.

Q10. What is your current commission structure/percentage with the existing bookstore?
A10. Whichever is greater between the guaranteed annual minimum of $950,000 or commission as a percent of sale based on the following:
   - 11.75% of Gross Revenue up to $10,000,000; plus
   - 12.75% of any part of Gross Revenue over $10,000,000 but less than $15,000,000; plus
   - 13.75% of any part Gross Revenue over $15,000,000

Q11. What is the current process used to collect and finalize textbook/course materials adoptions each term? Please describe the departments and positions involved in this process. For the new Virtual Course Materials Store, will the University of Massachusetts Amherst designate a single or multiple contacts for the coordination of textbook/course materials adoptions to work with the contractor's representatives?
A11. Faculty determine textbooks/course materials for use in their courses and enter adoptions into the Student Information System (SPIRE) prior to course enrollment. The University is looking to the contractors to indicate best practices and what they will require in terms of campus contacts and adoption processing for a virtual course material store.

Q12. Can you provide a complete book list including Title, Author and ISBN Number in either Excel or text/tab-delineated format so that we can provide a complete pricing analysis? A pricing analysis is difficult to execute if this data is sent in PDF format.
A12. Attached are two files from SPIRE and two files from the Course Tracks system provided by the current bookstore operator listing course materials for Fall 13 and Spring 14. Courses may be duplicated, but information on the files are different - SPIRE is the raw file and Course Tracks is a cleaned up version that appears on the website.
Q13. Please identify student groups/organizations (if any) and how often do they currently participate in on-campus sales and/or exchanges of used textbooks.
A13. We have a number of student groups on campus, but they don’t participate in on-campus sales and/or exchanges of used textbooks.

Q14. How are the textbook portions of the Adaptive Learning pilot courses being distributed to students? Are there supplemental course materials for the pilot courses and if so are they being sold via the bookstore?
A14. The publisher provides the student with an access code and all materials are provided direct to student from publisher. In some cases, materials are accessed by the student through Moodle and billed by the university.

Q15. What Single Sign-on platform do you use?
A15. Shibboleth

Q16. Can your SSO system, without additional methods, identify a user as a student or a staff-member?
A16. This information is in the UMA LDAP directory. However, many people are both.

Q17. Can your SSO system provide a student ID that can be used to access both course registrations as well as payment systems?
A17. Yes, there is a unique student identifier. The Bursar billing function is part of the student information system, which also includes course registration. The student identifier could also be used by an external (to UMass) payment system.

Q18. What software (including version) do you use to host your course registration data?
A18. Oracle (PeopleSoft) Campus Solutions v9.0

Q19. Does your course registration system currently host book adoption data?
A19. UMA does have a method by which instructors can specify which books and materials they are using for a course.

Q20. Is your course registration system capable of RESTful or SOAP-based web services? (Please indicate which)
A20. SOAP is what we use now, Oracle seems to be moving to REST.

Q21. Is your course registration system currently integrated with any other service provider or platform, for example an LMS? (Please indicate which)
A21. UMA is integrated with Moodle and Blackboard and sends batch files to many others.

Q22. Does your IT staff have the ability and resources to build customized interfaces connected to your course registration system?
A22. UMA IT staff are available to build customized interfaces but will require payment for services and costs and time for development.
Q23. What software (including version) do you use to handle financial aid or bursar payment balances?
A23. The University's ERP system for bursar and financial aid processes is PeopleSoft, Version 9.

Q24. Is your financial aid or bursar payment system capable of RESTful or SOAP-based web services? (Please indicate which)
A24. Yes, both.

Q25. Is your financial aid or bursar payment system currently being used for any online transactions?
A25. Online payments are processed through a third party (Nelnet Business Solutions). Student refunds are processed through the PeopleSoft AP system.

Q26. Does your IT staff have the ability and resources to build customized interfaces off of your payment system?
A26. See response to Question 22

Q27. Will UMass accept email submission of the RFP on the 31st along with proof that hard copies have been mailed?
A27. Email submissions will be allowed to meet the deadline. Email submission must be emailed to jomartin@admin.umass.edu with RFP # AA14-JM-4907 as the subject. Hard copy must be received within five business days.

Q28. Can the university describe the plan for operating the general merchandise store? Will it remain leased? Will it be operated in house? Does the university wish to entertain proposals that cover both virtual textbooks and general merchandising?
A28. The University is only interested in proposals for virtual textbooks at this time.

Q29. Does the scope of this proposal include UMass Online courses? If so, can you provide any details around enrollments etc?
A29. Yes, UMA Online courses through our continuing and professional education division are included. FY 13 data for all CPE: 1,147 for-credit courses, 26,500 total student enrollment in courses

Q30. The University mentions a strategic enrollment increase. Can you provide projected enrollment over the next 5 years, including undergraduate, graduate and any virtual/extension programs that are in scope for the proposal?
A30. The University has not set enrollment goals for the next five years.

Q31. How many students live on-campus vs. off-campus? For on-campus, what is the distribution by dorm unit?
A31. The attached file, res hall occupancy.pdf, shows the distribution of the 13,381 students living on campus by residence hall and residence hall area. The remaining students, approximately 14,000, live off-campus.
Q32. Will the University’s arrangements with other providers, including the UMass Amherst University Store, place any limitations on the Virtual Course Materials Provider from selling products other than textbooks and course materials to UMass Students online, including through the on-campus Virtual Course Materials Storefront/Kiosk?
A32. RFP # AA14-JM-4907 is for a Virtual Course Materials Store.

Q33. Are there any other legal terms/requirements not specifically referenced in the RFP or the University’s Contract for Services Terms and Conditions?
A33. Not to our knowledge.

Q34. Please describe the spaces available on campus for a storefront, including blueprints/floor plans, and provide an overview of any elements of the space that cannot be altered/remodeled (i.e. load bearing walls, etc.). What is the maximum square footage available in each of these spaces? What is the current square footage of the textbook annex?
A34. Attached are floor plans in pdf and AutoCAD formats that show possible locations that may be available for your use. The pdf files indicate square footage. The current square footage of the Textbook Annex is 8,544 sq.ft. The University will provide information regarding the requirements of any alteration or remodel once we have progressed further into the process.

Q35. Please describe the receiving/loading facilities available to service the potential storefront locations, including blueprints and floor plans. Please describe the options for transporting packages from the receiving/loading area to the potential storefront locations.
A35. Referencing the plans in A34, the loading dock is on level with 413-01 and accessible via elevator to 413-02. 414-01 is a rendering of the loading dock.

Q36. Please describe the on-campus parcel/mail distribution system and operation, i.e. if a carrier such as UPS has a package sent to a student living in on campus housing, how does that package get to the student? Please provide details such as transit time and touch points between delivery and availability for student pick up.
A36. UPS and FedEx deliver directly to the individual Residential Life buildings so the student gets them directly from those carriers.

Q37. Please provide any details regarding the capacity of the on-campus parcel mail system, e.g. maximum number of packages that can be processed in a given day.
A37. Our on-campus mail and distribution system can accommodate mail and packages that are delivered directly to the main distribution loading dock. There would be a charge for those services if they exceeded reasonable amounts...which can be determined once more information is available.

Q38. Does the university require the vendor to have devices on site at the storefront for ordering textbooks?
A38. Yes.
Q39. Is the university open to proposals that incorporate more than just the virtual course materials kiosk/storefront, e.g. a lounge or technology showroom?
A39. Yes, provided Alternate Proposals meet the requirements of RFP Section 6.11a, which states: "The University will consider creative Alternate Proposals that meet its primary objectives of reducing costs to students and providing innovative solutions to textbook/course material provision." Contractors should keep in mind that RFP # AA14-JM-4907 is for a Virtual Course Materials Store, so additional elements must be related to course materials.

Q40. Can the university provide student traffic information by time of year for the Campus Center/Student Union complex and/or current bookstore?
A40. The estimate is approximately 14,000 per day while school is in session.

Q41. What are the current hours of operation for the campus store? Do the university and its students find these adequate (p23)? What are the hours of operation for the Hub/Student Union? What are the hours of operation for campus mailrooms?
A41.

Textbook Annex Hours: M-F 9-4. Additional Hours for Beginning of Semester: Sat and Sun: 11-5; Mon-Thursday 9-8; Friday 9-5; 2nd Week Sat-Sun 11-5; M-Thur. 9-5 Additional Hours as needed. Based on student surveys and sales, the students find these hours adequate.

Campus Center Store Hours: 8:30-6 M-Thurs. Fri. 8:30 -5, Sat 11-5, Sun 12-5. Additional hours are added as need for beginning of semester and special events. Based on student surveys and sales the students find these hours adequate. No Text are sold in the Campus Center location.

The Campus Center/Student Union is opened from 7 AM and closes at 12:00 AM seven days a week. Food Services usually has an operation opened until 11:00 PM. There are exceptions where the Campus Center/Student Union are opened longer for special events.

Mail and Distribution Services operate from 8am to 4:30pm Monday thru Friday except for established holidays.

Q42. On pages 10 and 13, the RFP mentions “registration integration”. What are UMass’ expectations with regard to registration integration?
A42. The University would like the course materials purchasing process to be efficient and effective for Students. Contractors should submit their capabilities, experience, and plan for UMass regarding integrating the course materials purchasing process with registration.

Q43. On 28, the RFP states that the financial return should consist of a fixed fee payment + commission payment + additional financial incentives. Can you clarify your expectations regarding the financial return? What is the type of payment expected and split between the three payment types (fixed fee, commission, financial incentives)?
A43. As stated in RFP Section 6.10b, the financial return shall consist of the Fixed Fee Payment, plus the Commission Payment, plus Additional Financial Incentives. Each contractor should determine their strategy regarding their Financial Proposal.

Q44. On p19 the RFP states that the contractor should accept the UMass Amherst Campus card. Is this required as of contract commencement on July 1 2014 or can there be an integration timeline in place to satisfy this requirement?
A44. Yes, there can be a transition/integration timeline included to satisfy this requirement.

Q45. How much money is currently spent annually using UMass Amherst Campus card at the Bookstore? How does this spend compare to other payment methods i.e. debit/credit/cash?
A45. The only tender type data available for the Textbook Annex at this time is as follows: UCard Sales for the Textbook Annex totaled $629,272.67 for the last 12 months.

Q46. Please describe the scenarios under which students will receive scholarship and financial aid vouchers and how many students/what size of payment on textbooks and other general merchandise that represents? How do these funds relate to the UMass Amherst UCard?
A46. The University does not provide vouchers. The expense for books is factored into the total cost of attendance. Scholarships and loans are calculated on that total cost and it’s left to the student to determine how best to pay. The Financial Aid web site, http://www.umass.edu/umfa/basics/costs/, has the detail. Under the section, Other Costs, student are informed that “In addition to tuition and fees, you will need to factor expenses for books and supplies into your academic costs. These will vary according to your field of study, but generally range from $500 to $1,000 for the academic year. Personal and transportation expenses usually range from $700 to $1,400 per year. We add these expenses to the costs above and use the total, a figure referred to as your “Cost of Attendance”, to determine your eligibility and need for financial aid.” However, the Athletic Department purchases/orders the books for all scholarship athletes.

Q47. Relative to first day of classes, when are student loans, grant funds or other financial aid funds disbursed to student bank accounts? Are students able to access funds prior to general disbursement and through what means of payment (e.g. UCard, other)?
A47. Students receive excess financial aid funds in the form of a refund; refunds for a semester are available at the earliest by the first day of classes. Students who elect direct deposit as a disbursement method may receive their funds prior to the first day of classes, but not more than a week prior. Paper checks are the form of disbursement for those who do not elect direct deposit; those checks are available no sooner than the first day of classes.

Q48. Is the university open to setting up a different form of account (instead of a closed loop card) for the payment of textbook purchases with undisbursed loans, grants, or financial aid funds?
A48. Undisbursed loans, grants, or financial aid funds are disbursed to students via electronic transfer to the banking solution of the student’s choice.
Q49. Which provider (e.g. CBORD, Blackboard) does the university currently use for payment processing and is the university contemplating changing payment providers in the next 5 years?

A49. Assuming the question mean Card transaction processing, UMA currently uses CBord CS Gold v6.x to manage all UCard debit transactions and does not anticipate changing card systems within the next 5 years.

Q50. Which provider (if any) does the university use for settlement of funds with merchants?

A50. The Campus Card uses the University accounts payable system for reimbursements to vendors for payments.

Q51. Which solution does university use for adding funds to Campus cards?

A51. The Campus Card processes deposits in the following three ways:
   - Cash deposits at 5 CBord Value Ports (unmanned kiosks) located strategically around campus
   - Cash and Check deposits in person at the UCard Office via CBord Aero II reader or manually via the CS Gold GUI application.
   - Visa, MC, and Discover deposits via the CBord hosted GET Funds website.

Q52. Can you share supporting tech documentation/specs for payment integration (system architecture, API manual, integration manual, security protocols etc)?

A52. UMA will need the vendor information on payment systems in order to insure that PCI requirements are met.

Q53. In the RFP, UMass lists protection of market share as a key priority. What does the university deem as an acceptable level of market share? What do you estimate your market share to be today?

A53. The RFP provides enrollment data and sales data, which will allow contractors to estimate market share based on their experience and their formulas. Proposals will be assessed to determine an acceptable level.

Q54. How many courses are offered on campus during fall and spring semesters? What % of courses include a digital component (e.g. Pearson MyLab, Cengage MindTap) as part of the required or optional course materials? What percentage of those courses have adopted/required materials

A54. In both the Fall and Spring terms on average there are 4200 - 4400 courses. The University assumes that there is a percentage that include a digital component, but does not track that separately.

Q55. What level of in stock is required to meet the University’s criteria of ‘sufficient quantities’ and ‘ready availability’ for textbooks/course materials? How will the University measure/evaluate this criterion?

A55. The University would like to ensure that all students have the course materials necessary for success. The University anticipates soliciting regular feedback from Students, Faculty, and
the Virtual Course Materials Store Advisory Committee regarding the availability of course materials.

Q56. Deleted – space reserved
A56. Deleted – space reserved

Q57. Can the university define/quantify the % of units required to meet the university’s requirement of ‘maximum availability’ of used condition and rental textbooks?”
A57. Since availability of used and rental textbooks vary by title due to a variety of factors, an overall unit requirement is not being made at this time. Proposals will be assessed to determine an acceptable level.

Q58. What requirements does the university have for form of payment for online buybacks (i.e. cash, ACH, gift card, etc)?
A58. The University has no requirements and looks to the respondents to provide options.

Q59. Can the University provide a complete list of adopted textbook titles and ISBN numbers, associated classes, and total enrollment in those classes for both the Fall 2013 and Spring 2014 semesters?
A59. See response to question 12.

Q60. What % of titles are custom UMass editions of standard national textbooks, associated classes, and total enrollment in those classes for both the Fall 2013 and Spring 2014 semesters?
A60. Accurate information cannot be provided as it is not tracked separately. The information is included in the files in response to Question 12.

Q61. How much does the university estimate the required inventory purchase (p30) would be? What is the breakdown between new and used?
A61. The information is not available at this time.

Q62. What is the process and workflow that is used to submit adopted textbooks information for their classes? What is the timeline for the process? What is the data format for the adopted data? What are key requirements for your faculty adoption tool? Are there any major pain points in the current process that you want to solve for?
A62. Faculty go into spire on their own to add their textbook/course materials information to their course(s). Reminder emails are sent to faculty with the goal of having this information included in the spire system and the course information by the first day of registration for the students. Major pain points - getting information from faculty in advance not only in submitting their course materials information in spire prior to student registration but also in committing to using adaptive learning tools in a timely fashion so that students will see this information when registering for the course.

Q63. What other systems do you expect the adoption tool to be integrated with, e.g. SIS, LMS?
A63. The adoption tool need not be integrated with the SIS or LMS. We are looking to the vendor to supply user-friendly means for instructors to specify textbook and other course
materials, which are easy to maintain and administer. Those solutions could include such integrations. Note that we have 2 LMS products in use on this campus (Moodle and Blackboard).

Q64. Where do students go for their adopted textbooks information, e.g. (physical store/ School website/ LMS system)? How do they get access to the information? What kind of data is provided to the students through these systems (links/ printable lists)?
A64. Currently, students can link to a list on Follett from our SIS and/or go to a page in our SIS that lists text book adoptions.

Q65. What format does UMass prefer custom coursepacks be distributed in, e.g. printed, digital, or per student preference?
A65. The format of coursepack materials usually depends on the preference of the individual faculty member. Some will produce in a printed coursepack while others will post articles through the learning management system. Otherwise the students usually have the option to shop around for affordable options.

Q66. Approximately how many classes use custom course packs today? What is the average size of those classes?
A66. Accurate information cannot be provided as it is not tracked separately. The information is included in the files in response to Question 12.

Q67. Do faculty currently order course packs through the legacy adoption tool or is there a separate process? Do you expect course pack ordering workflow to be managed via a new adoption tool?
A67. Currently, the majority of adoptions for all course materials are placed directly with our current bookstore contractor. A portion of adoptions are submitted through the University's Spire system. See RFP Sections 5.2a and 5.2b for the University's expectations with regard to providing a full range of course materials and for adoptions.

Q68. Where can faculty currently browse and download OER resources to their courses?
A68. The University Libraries have compiled a wide variety of OER resources that faculty can use in their courses on the OER LibGuide http://guides.library.umass.edu/oer. In addition, faculty may find other resources on the web.

Q69. Please describe UMass’ goal and vision for OER content in courses on campus.
A69. We are focused on affordability concerns and in the context of this RFP cost of books/course materials, etc. This can be accomplished through multiple ways including faculty using OER. We hope to make faculty more aware of the OER initiative, and adopt if appropriate for their course.

Q70. What role do you expect the contractor to play in the acquisition, organization and distribution of OER content?
A70. There is no defined role. As required in RFP Section 6.5e, contractors should describe any value added that your company can provide to the Open Education Initiative.
Q71. What platform are OWLBooks currently developed on? Is this expected to change in the next 5 years? Can UMass describe the file formats utilized to create an OWL Book?
A71. The OWLBook runs inside the OWL system, which is a UMass product. The OWL system is an online learning environment providing such functionality as homework, training, testing, surveys, course evaluations, and of course, textbooks in the form of OWLBooks. OWL uses the Microsoft SQL Server database and is written primarily in Java and C++. This is not expected to change radically in 5 years, though OWL and the OWLBook are constantly evolving as we add new functionality. The OWLBook is created using HTML editors or from MS Word documents translated to HTML. The HTML includes OWL-specific markup codes and it run through a processor to create the OWLBook.

Q72. Are OWL books currently integrated with the School LMS?
A72. The OWLBook runs inside the OWL environment, which can itself be thought of as an LMS. The OWL environment is integrated with Moodle and to a lesser extent Blackboard Learn9, both of which are used on campus.

Q73. How is access authorized for OWL books?
A73. Some OWLBooks are accessed directly through class websites running either in Moodle or in OWL directly. More recently students have been purchasing access codes through UMass Press. We will be moving increasingly to this new model.

Q74. Does UMass currently have any commercial arrangements with publishers or other distributors pertaining to the hosting or distribution of OWL books?
A74. We currently have the relationship with the University of Massachusetts Press (UMass Press) which is distributing OWLBooks for Java Programming and Physical Chemistry, and possibly soon General Chemistry. The General Chemistry OWLBook is owned in part by Cengage Learning, which will ultimately publish its own version. At that point the UMass version will end. We are furthermore exploring relationships with some of the open education repositories such as Connexions and OpenStax College. They may be willing to include our OWLBooks as ancillary products in the listings.

Q75. Can UMass provide a sample/access code of an OWL Book?
A75. This link goes to a demo of the first three chapters of a iJava OWLBook: ijava.cs.umass.edu

Q76. Can the university describe its plans (if any) for expanding the Adaptive Learning Pilot programs described in the RFP? What percent of ‘seats’ does the university anticipate having a direct billing model in place for in 2014, 2016 & 2019?
A76. The University is still in the early stages of assessing usage of these tools in a limited number of courses and has not had discussions of percent of seats to target. UMA has yet to determine the effectiveness of the tools being used and whether the direct billing method is a manageable process.

Q77. Will the university expect the contractor to support distribution of content (digital and/or physical) for future pilots?
A77. If needed.
Q78. Can you describe the key functionality of the SIS and LMS systems implemented at UMass, and how each is accessed and utilized by students and professors today?
A78. The SIS is used universally by all students and instructors for nearly all administrative functions. For students, this includes registration, viewing their class schedule, course catalogs, viewing the degree progress reports, billing, financial aid, housing, etc. For instructors this includes viewing grade rosters, their teaching schedules, and submitting grades. All can logon using single sign on credentials through Shibboleth.

We have two Learning Management Systems in use (Moodle and Blackboard Learn9). Nearly all students have a class that uses one or the other. Instructors use of the LMS vary widely from intensive uses: posting course content, such videos and readings, links, hosting forums, quizzes, and linking to online textbooks and other outside materials to simple uses, such as posting assignments and a syllabus.

Q79. Can the university describe the desired CX/functionality associated with linking to the SIS system, i.e. is the intent to provide deep links from SIS to product detail pages?
A79. Deep links are one solution to linking a student’s course schedule to the course material that would be both convenient and intuitive for the student and would help UMass comply with HEOA regulations. However, we are open to alternatives.

Q80. The RFP mentions software purchase/download as a key use case, can you provide examples of software titles that are adopted/required for coursework at UMass?
A80. Contractors can access the UMass Bookstore Web site to view adoption data by course for the current semester.

Q81. Can the university describe the current standard rates for network access, telephone services, and voice answering systems? Does this vary by bandwidth required?
A81. Telecommunication rates are based on the type of telephone, voicemail and networking service requested.

  Monthly telephone rates are based on the requested model of telephone. Telecommunications utilizes an MX-One TSE server-based communications system. We offer four digital telephone models as well as the option of installing an analog line and allowing the user to provide their own device.

  **TELEPHONE MONTHLY RATES:**
  Analog Line                  $23.00
  D4220 Phone                  $20.00
  D4222 Phone (basic w/LCD display)  $25.00
  D4223 Phone (multi-line)     $35.00
  D4225 Phone (multi-line)     $41.00

  For complete information about the phone types and the features available through the University of Massachusetts Administrative Telephone system, please consult our website at [https://www.oit.umass.edu/telecom/telephones](https://www.oit.umass.edu/telecom/telephones)
There are a variety of voicemail options available within our system. The Basic Voice Mailbox is available at a cost of $5/month. The most expensive option is the Basic 135 at $10/month.

For a full listing of the Voice Mailbox descriptions and costs, please consult our website at https://www.oit.umass.edu/telecom/voicemail/voice-mail-box-descriptions-and-costs/voice-mail-box-descriptions-and-costs

The network options are 10mbs/half or 100mbs/full connections. The 10mbs connection is $3/month. The 100mbs connection is $5/month. Wireless service is also widely available on campus.

In addition to monthly costs, there are one-time cost for telephone install (equipment prices are based on the model of phone) and for Ethernet activation. Labor rates for these one-time services are $70/hour. It takes approximately ½ hour for each telephone installation and ½ hour for each Ethernet activation.

The $70/hour labor rate is also applied for jack installations or wiring projects. Any work of this nature will be estimated on a per job basis.

Q82. Are there any limitations on bandwidth that we should be aware of?
A82. No

Q83. Can the university describe standard UMass rates for Utilities (electricity, HVAC, etc)?
A83. The Campus Center is metered for energy and water usage. Utilities are billed based on square footage occupied on a rolling average of the previous three years. This methodology eases fluctuations due to unusual weather patterns. The following shows the square foot assessment for an area in the Campus Center similar in nature to a kiosk area:
   - Projected FY 2015: $8.84/ sq.ft.
   - FY 2014: $8.48/ sq.ft.
   - FY 2013: $7.91/ sq.ft.

Q84. Would you please provide Auto CAD drawings of the proposed locations for the Virtual Course Materials Storefront/Kiosk in the UMass Amherst Campus Center/Student Union Complex?
A84. See response to Question 34.

**NOTE: Due to technical issues the drawings and other attachments referred to in this Addendum will be posted to our web site within the next 48 hours.**