Attached are additional questions received by the deadline listed in the RFB. All vendors responding to this RFB must incorporate these into their response. Failure to do so may disqualify the vendor.

Q1. Can you provide textbook/course materials sales figures by tender type (credit card, UCard, etc), either in dollars or as a percentage of the total?
A1. See response to Question 45

Q2. How is UMass Press currently distributing the print, spiral bound versions of OWLBooks? Would the selected vendor be involved at all in the printing and sale of these items?
A2. Distribution of print versions of OWLBooks is still undefined. The selected vendor is expected to respond to RFP Section 6.5e describing any value added that your company can provide to the OWLBook program.

Q3. During the pre-bid meeting a reference was made to the University’s “system” for adoptions, and a need for the vendor to interface with that system. Can you describe this system and the process faculty use to submit adoptions?
A3. See response to Questions 11, 15, 16, 17, 18, 19, 20, 21, 22, 62, 63, and 78.

Q4. During the pre-bid meeting a process was described whereby UPS stations trucks around campus at the beginning of each term and emails students about where/when they can pick packages up. Can you describe how this works and what coordination the University has with UPS to set this up and to contact students?
A4. UMass designated 2-3 central locations on campus where UPS could park their vehicles at the beginning of each semester to allow students to pick up packages during the 1st two weeks. UPS emailed each student that they had packages available and informed them they had to pick them up within 3 days.

Q5. Can you describe how the University’s central mail and distribution services may be available to the selected vendor, and what costs may be associated with these services?
A5. Central mail and distribution services operate Monday thru Friday from 8am to 4:30p. Costs are dependent on volume and size of packages.

Q6. How are materials in the Adaptive Learning pilot courses currently distributed? Would the selected vendor distribute these materials?

Q7. Can you clarify the intent of item 6.4.e that requests information on corporate support services?
A7. The University is looking to assess the management and programmatic support your company will provide to the UMASS account to insure success.