



Procurement and Contracting Services

Request for Proposals for Fulfillment and Distribution Services for the University of Arizona Press

ADDENDUM #1

**Sealed RFP # L192519
Due on June 12, 2025, no later than 2:00 PM, MST**

The timeline for RFP L192519 has been amended as follows:

Section 3.3:

Original Schedule:

05/19/25	Issuance of RFP
05/30/25	Technical Questions/Inquiries due no later than 12:00 PM, MST
06/09/25	RFP is Due June 9, 2025, no later than 2:00 PM, MST
06/16/25	Vendor Presentations

Revised to:

05/19/25	Issuance of RFP
05/30/25	Technical Questions/Inquiries due no later than 12:00 PM, MST
06/12/25	RFP is Due June 9, 2025, no later than 2:00 PM, MST
TBD	Vendor Presentations

The following questions were received prior to the technical question period close of May 30, 2025 at 12:00PM MST:

Section 5

Question: Of the 123,854 units in inventory, 21,700 are located in third-party warehouses. Where is the balance located?

Answer: In this context, "third-party warehouses" is referring to any warehouses which are not owned by our currently contracted fulfillment distributor. Specifically, these are warehouses in the UK and Canada. The balance remains in the warehouse of our current distributor.

Section 5.1.1

Question: What is the approximate number of bulk pallet positions currently utilized or projected to be needed?

Answer: Currently bulk pallets are managed by our distributor so we are unable to answer this.

Section 5.1.1

Question: How many active SKUs are stored in quick-pick bins versus bulk storage?

Answer: This is managed by our current distributor and we do not have this information.

Section 5.1.1

Question: What is the average dimensions of your current quick pick locations?

Answer: We do not currently store in our own space and are unable to provide these dimensions.

Section 5.1.1

Question: What percentage of returned items are resalable, and how are returns processed (e.g., re-shelved, destroyed, sent back)?

Answer: The returns process is handled by our current distributor.

Section 5.1.1

Question: What is the annual volume of customer service tickets handled (e.g., phone, email, chat)?

What is the breakdown by type:

- a. Order status
- b. Payment/billing
- c. Address issues
- d. Returns/damages
- e. Product inquiries

Answer: Customer invoice counts reach around 11,000 annually. However we are unable to provide details about ticket counts for anything other than invoices (these include both sales and credits/returns) because that information is all currently managed by our contracted distributor.

Section 5.1.1

Question: What specific author services are expected? For example:

- a. Complimentary copies
- b. Royalty reporting
- c. Sales or distribution updates

Answer: Author services we regularly need are royalty statements, comp order fulfillment, and application of author discounts. Sales or distribution updates to authors typically come from the Press.

Section 5.1.1

Question: How many authors typically require these services per year?

Answer: We typically publish not more than 50 new titles per year and the number of authors for that count can vary greatly depending on how many edited volumes and

co authors there are. We send annual statements to somewhere around 2,000 authors.

Section 5.1.2

Question: What communication channels are currently used for customer service? (e.g., phone, email, webform, chat, social media messaging)

Answer: Our current distributor offers customer services via email, phone and fax.

Section 5.1.2

Question: Is there a dedicated phone line or email address used by the Press for customer inquiries?

Answer: With our current distributor, there is a dedicated email address for customer service and one for client service. They also have a dedicated customer service phone number for order-related inquiries.

Section 5.1.2

Question: What is the volume of inquiries that come through each channel?

Answer: This is difficult to answer because any one of our current staff members could be contacted directly and there's no way of tracking that. All of our contact details can be found on our website and from time to time someone will use that directory to reach out to whomever they feel is the most suitable to help with their query. Most of the time, customer services are handled through the distributor, therefore we are unable to provide details like this.

Section 5.1.2

Question: If Call Support is Required:

Answer: We are unable to provide these answers because these are things that are managed by our currently contracted distributor.

Section 5.1.2

Question: Are any recording, QA, or call routing systems (e.g., IVR, CRM) currently in place

Answer: We are unsure whether our current distributor has anything like this setup.

Section 5.1.4

Question: Which e-retailers and aggregators currently submit monthly sales reports for processing (e.g., Amazon Kindle, Apple Books, Kobo, ProQuest, JSTOR, OverDrive)?

Answer: Muse, RedShelf, ProQuest, OverDrive, Jstor ITHAKA, GooglePlay, Baker & Taylor, Alexander Street, Perlego, Ebooks.com

Section 5.1.4

Question: How many separate sales feeds or vendor platforms are processed monthly?

Answer: Dozens and continuing to grow. Some of these vendor sales are processed monthly directly from the e-retailer to the Press. The rest of them are managed by our current distributor on our behalf. The Press will remit sales reports for sales we directly collected to our current distributor and they will account accordingly.

Section 5.1.4

Question: In what formats are these reports typically received (e.g., Excel, CSV, ONIX, custom portal downloads)?

Answer: They are typically Excel sheets sent over email.

Section 5.1.4

Question: Are reports pushed via API, retrieved manually, or emailed?

Answer: Usually over email, unless they are managed by our current distributor, in which case the Press will be able to review those sales numbers in standard monthly reporting.

Section 5.1.4

Question: Are there any vendor-specific data normalization steps typically required before ingestion?

Answer: We are unable to provide details about how each vendor prepares the data for us.

Section 5.1.4

Question: What is the total volume of transactions processed monthly across all digital platforms?

Answer: Monthly average is 875

Section 5.1.4

Question: What is the average number of lines per report, and how many reports are received per month?

Answer: There are at least 28 monthly reports mailed to staff members of the Press, but there could be more. Line count ranges anywhere from upwards of three

thousand lines (various inventory reports, mostly) down to 8 lines (summary reports of different types).

Section 5.1.4

Question: Are all digital platforms on a monthly cadence, or do any submit weekly or quarterly?

Answer: Most are monthly, some are semi annual or quarterly.

Section 5.1.4

Question: What types of errors or reconciliation issues most commonly occur during processing (e.g., price mismatches, missing metadata, duplicate records)?

Answer: Errors are minimal when it comes to digital asset distribution so this may need to be handled on a case-by-case basis.

Section 5.1.4

Question: How are these issues typically flagged and resolved, and what is the average time investment per exception?

Answer: The successful vendor will alert us to metadata issues in the marketplace and work quickly with us to help resolve them.

Section 5.1.4

Question: What reports are expected to be produced from digital sales data?

- a. Revenue by platform?
- b. Title-level breakdowns?
- c. Trend reports over time?

Answer: All of these are important ways for us to view sales data. Title-level analysis is imperative for many reasons including royalty earnings. We also need to be able to break down by other specs of each unit sold, such as but not limited to format, major press category, pub date, discount code, BISAC status, acquiring editor, gross margin, and author. Revenue, yes. Trends are appreciated - we are currently provided a dashboard where we can quickly see trends and comparisons at a glance.

Section 5.1.4

Question: Is the vendor expected to provide custom report formatting or dashboards as part of the deliverable?

Answer: Yes

Section 5.1.5

Question: What is the standard timing of monthly remittances (e.g., day of month, tied to processing cycles)?

Answer: All reports are delivered to us on the 1st of each month.

Section 5.1.5

Question: Are monthly service fees deducted from remittances or invoiced separately?

Answer: We receive an invoice and it is deducted before we receive our payment.

Section 5.1.5

Question: Will the vendor be receiving customer payments directly and managing a remittance process? Or, is the Press expecting to retain control of a bank account and only need reporting from the vendor?

Answer: The successful vendor will manage all customer payments, remittance, and service billing deductions. There are several cases each year where we will sell books on our own and report them to our distributor. This then goes through clearing with our distributor so that all sales data and royalties information is calculated accordingly

Section 5.1.5

Question: If the vendor handles funds, are proceeds held in a commingled account or in a segregated ledger or subaccount?

Answer: We do not commingle our accounts with our current distributor, but we are uncertain about how they manage this.

Section 5.1.5

Question: Who bears liability for misapplied or lost funds, and what level of financial reporting access is expected?

Answer: Our current distributor manages all of that. Occasionally an unsatisfied customer may reach out to the Press directly for help figuring out what is going on, but missteps in customer transactions need to be rectified with the distributor. In the end, if money is never received, in some cases it may be written off as bad debt, it just depends on the situation.

Section 5.1.5

Question: What level of transaction-level detail is required on monthly remittance reports?

Answer: As in-depth as possible. We currently can view each transaction by order number, recipient name, customer number, invoice date, transaction amount, shipping cost, and more. We also have access to look up each order number and find out more about each order if needed.

Section 5.1.5

Question: Are dispute resolutions or reconciliation escalations typically handled by the vendor, and if so, what is the average turnaround time?

Answer: Yes, these are currently handled by the vendor and we don't know the turnaround times.

Section 5.1.6

Question: The RFP notes that approx. 21,700 units are located in third-party foreign vendor facilities.

- a. Are these inbound to or outbound from the vendor's domestic warehouse?
- b. Will the vendor be responsible for coordinating or processing international transfers?

Answer: These are outbound from the vendor's domestic warehouse. Yes, the successful vendor will be responsible for coordinating and processing international transfers.

Section 5.1.6

Question: Is the vendor expected to:

- a. Pay or front customs duties/tariffs on behalf of the Press?
- b. Act as importer of record for international inbound stock?
- c. Handle customs documentation and declarations?

Answer: A. This is an uncommon occurrence and would be handled on a case-by-case basis. B. This would be an uncommon occurrence, but if the books would be shipping back to the distributor warehouse, yes. C. Same as B.

Section 5.1.6

Question: Who bears the liability and cost for:

- a. Inaccurate declarations
- b. Delayed clearance
- c. Assessed penalties?

Answer: Most likely the printer, who would then pass the cost on to us.

Section 5.1.9

Question: Does POD include both softcover and hardcover books?

Answer: Yes

Section 5.1.9

Question: How many SKUs/titles are in the POD workflow?

Answer: Upwards of 1200 ISBNs

Section 5.1.9

Question: What is the expected turnaround time for POD?

Answer: The successful vendor will be able to print the books at least within 3-5 business days from order receipt.

Section 5.1.9

Question: What is the median number of books in a POD order?

Answer: POD orders vary greatly. As little as one copy can occur, or up to 100 copies. We don't keep records to account for the amount per individual order.

Section 5.1.9

Question: How many units were printed POD in each of the last two years?

Answer: FY24: 14,390 and FY23: 28,713

Section 5.1.11

Question: How many royalty-bearing titles are active?

Answer: Currently somewhere between 3,000 and 3,400 ISBNs earn royalties

Section 5.1.11

Question: How many payees (authors, estates, agents, etc.) receive statements annually?

Answer: Somewhere around 2,000 statements are sent out annually.

Section 5.1.11

Question: How often are royalties calculated and distributed — quarterly, semi-annually, annually?

Answer: Annually, with a handful (maybe 10) that are sent out semi-annually.

Section 5.1.11

Question: Are royalties flat-rate per unit, or do they involve:

Tiered pricing thresholds?

Format-based splits (print vs. digital)?

Geographic splits?

Answer: We have standard models varying by format and discount code, but there are many exceptions to the rules. Trade discounted print formats are typically tiered based on units sold while ebooks are typically a flat percentage. Short discounted print books typically have a flat percentage after some sales thresholds have been met, and ebooks are typically a flat percentage. Books sold for export are typically half the regular contracted rates. These terms can be negotiable.

Section 5.1.11

Question: Are there different royalty models by channel (e.g., DTC vs. Amazon vs. consignment)?

Answer: Not by channel.

Section 5.1.11

Question: Will the vendor rely on its own internal reporting to generate royalty statements, or will the Press supply external sales data (e.g., for foreign rights or direct academic sales)?

Answer: The successful vendor will generate royalty statements for the Press that should include any extra sales data reported by the Press.

Section 5.1.11

Question: Is the vendor liable for calculation accuracy, or will the Press sign off before disbursement?

Answer: The Press will need to go through everything before disbursement. Royalties are currently paid out directly by the Press to the authors. We then report payments to the distributor for records keeping and updated royalty earnings as needed.

Section 5.1.11

Question: What is the expected turnaround time for generating statements once a period ends?

Answer: As quickly as possible. We currently run the statements within two weeks after the period ends.

Section 5.1.11

Question: Are there any penalties or performance expectations tied to timeliness or error rates?

Answer: Not currently.

Section 5.1.11

Question: Will the vendor use an in-house system or licensed third-party software? If third-party, will there be any pass-through costs or system onboarding charges for the Press?

Answer: The successful vendor should already have software setup. In-house or third party would be up to the vendor. The Press will not absorb or be responsible for any setup costs or onboarding.

Section 5.1.14

Question: How are requests for metadata or digital asset updates typically submitted? Through a ticketing system, shared spreadsheet, email, or client portal?

Answer: Metadata is delivered via Eloquence on Demand.

Section 5.1.14

Question: Are requests batched and scheduled, or handled on-demand?

Answer: We update metadata daily.

Section 5.1.14

Question: Are digital asset and metadata tasks performed by a dedicated metadata/IT team, or are they handled by the same team providing customer service?

Answer: On-demand

Section 5.1.14

Question: Are there defined turnaround expectations or SLAs for processing metadata updates or file deliveries?

Answer: Various Press staff members handle different aspects of this process.

Section 5.1.14

Question: What types of files are typically handled? (e.g.,)

Answer: ONIX metadata, EPUBs, PDFs, cover images, XML feeds

Section 5.1.14

Question: How many distribution partners or platforms are files and metadata sent to monthly?

Answer: Dozens and growing.

Section 5.1.14

Question: Are there any custom formatting requirements by vendor?

Answer: Varies by vendor.

Section 5.1.14

Question: What security protocols are required when handling digital asset files (e.g., DRM-protected files, embargoed content)?

Answer: Our ebook vendors help us manage this process. File-requirements vary by vendor and customer-type.

Section 5.1.14

Question: Are there any restrictions on access to metadata systems or asset repositories (e.g., role-based access, VPN)?

Answer: We send our metadata out via Eloquence on Demand to the distributor to distribute it.

Section 5.1.14

Question: Will the vendor be expected to host digital assets, or just act as a pass-through to aggregators?

Answer: Yes, the successful vendor will host and manage digital assets for the Press, as well as work with aggregators on our behalf.

Section 5.1.14

Question: Will the vendor be responsible for validating metadata accuracy before distribution?

Answer: No, we use Eloquence on Demand and use the validating tool.

Section 5.1.14

Question: Is the vendor liable for metadata errors or delivery failures to platforms?

Answer: Yes, we will rely on the vendor to successfully distribute metadata we have provided after they have received it.

Section 5.1.14

Question: Are there required integrations with University-owned systems (e.g., book database, rights system)?

Answer: Yes, such as Title Management and hopefully our website shopping cart.

Section 5.5

Question: Will the University of Arizona accept invoices for digital printing from a separate company?

Answer: Yes, but the successful vendor will manage those and deduct during monthly billing.

Section 5.5

Question: Our pricing for P.O.D/short-run printing services is based on the following variables:

Trim-size

Page count

Bind style (hardcover or softcover)

Paper type

Text printing (black or 4/c)

Cover/case material

Cover printing (black or 4/c)

Cover lamination

- Could you please provide us with the variables we should use to base our pricing on?
- What format should we use to present our price for printing?

Answer:

This will vary, but our most common trim sizes: 5.5 x 8.5, 6 x 9, 7 x 9, 7 x 10, 8.5 x 11

Page count: everything from 64 pages through 1000 pages

Bind style: both hardcover and softcover

Paper type: I'd like to see what offerings they have but we definitely need a cream and a white stock with a standard ppi and a higher bulk ppi (like a 360 ppi and a 440 ppi or thereabouts)

Covers: 10 pt C1S for paperback, 100# Enamel (or similar) C1S printed casewrap over 80 pt (or similar board)

Cover printing: 4C

Cover lamination: both matte and gloss lamination

Section 5.7

Question: Is it a mandatory requirement that all client references come from university presses that are members of AUPresses with annual net revenue of \$3M or less, or will the University consider references from non-AUPresses or commercial/specialty publishers with similar operational scope?

Answer: We will consider them, but if they are not members of AUPresses with annual net revenue of \$3M or less, it could count against your score.

End of addendum, all else remains the same.