



Submitted Questions and Answers for

RFP 25M-1007 New, Used and/or Supplemental Textbooks and Test Preparation Materials – Direct Online Order

NOTE: Questions below are taken verbatim from correspondences received by Mohave. There are no corrections to grammatical or spelling errors. However, personal names will be replaced by a personal pronoun, business names will be replaced by the term "firm," and any numerical values associated with a cost are replaced by "XX."

There were no other answers provided to questions submitted past the RFP's published Deadline for Questions: Tuesday, September 30, 2025, 5:00 p.m. (local AZ time).

10/01/25: CU

Questions and Answers:

- **September 17, 2025, Question:** The RFP requests that we submit our response as a single PDF document. However, it also mentions a tabbed structure, with instructions like 'place after Tab A' and place after Tab 5a.' Could you please clarify how we are to represent these tabs within a single PDF file to ensure our submission complies with the requirements?
- **September 17, 2025, Mohave Answer:** From the solicitation page 4, Step Three: "Proposal shall be organized and presented in the order as specified below, with separate tabs and sub-tabs (e.g., 1a, 1b)." This can be achieved by inserting a page between Tabs and Sub-Tabs that are labeled 1a, 1b and the required documents following the labeled tab.
- **September 17, 2025, Question:** Do you prefer that we provide our answers directly within the provided RFP document or as a separate attachment?
- **September 17, 2025, Mohave Answer:** Depending on information requested and spacing it might be necessary to provide the information on a separate attachment. Please make sure all documents are searchable PDF's and are in the order as requested within the solicitation.
- **September 17, 2025, Question:** Can you provide an example of the format that you are requesting everything in?
- **September 17, 2025, Mohave Answer:** Please review the sections: Instructions to Offeror and Checklist, and General Terms and Conditions #21: Preparation of proposal format. Each section provides information on the format and order of response.
- **September 23, 2025, Question:** Will Mohave have members ordering just textbooks in bulk to their school? Or ordering on behalf of individual students?
- **September 23, 2025, Mohave Answer:** Mohave has a statewide membership of approximately 480 public agencies. Members shall have the ability to order for their agency as budgets permit and agency need. Please see specification 1.1.06 "contracts with no minimum order requirements are preferred."

Questions and Answers (Cont'd.):

- **September 23, 2025, Question:** Is this intended to be paid on one account for Mohave, or by individual agencies?
- **September 23, 2025, Mohave Answer:** Members will make purchases for a contracted vendor and pay the contracted vendor directly. The contracted vendor sends a monthly Reconciliation Report to Mohave for all purchase paid. Please refer to the solicitation General Terms and Conditions Section 8.9 Order cycle overview for additional details.
- **September 24, 2025, Question:** For section 1.11.03, can you please clarify if a "statement" can be an Order Confirmation?
- **September 24, 2025, Mohave Answer:** As per specification 1.11.03: "A statement shall be provided with the first shipment and shall include a listing of unavailable products, out of print title, titles out of stock indefinitely, titles out of stock temporarily, and titles not to be supplied for other reasons. This information may be included on the packing slip or invoice." In this specification, "statement" refers to identifying status of items in shipment as listed in the specification. An order confirmation can qualify as a "statement" providing it meets the requirements listed in specification 1.11.03.
- **September 24, 2025, Question:** For section 1.11.07, can you please clarify what is meant by "special delivery" and/or provide examples of what is needed?
- **September 24, 2025, Mohave Answer:** As per specification 1.11.07: "Special delivery along with other shipping options may be offered." This refers to expedited shipping options. Also please review General Terms and Conditions Section 28. Shipping for additional details.
- **September 24, 2025, Question:** Please clarify section d. under the "Method of Approach" section. We need to know if the "Contract vendor training of staff" refers to how we, the vendor, train our own employees, or if it refers to the training, we are expected to provide to Mohave members who will be ordering products.
- **September 24, 2025, Mohave Answer:** Method of Approach Question #1-part d refers to the contract vendor training their own staff assigned to manage an awarded Mohave contract.
- **September 24, 2025, Question:** Can you please clarify or provide examples for section E., "Specific value-added services that may benefit members," under the "Method of Approach" section.
- **September 24, 2025, Mohave Answer:** Method of Approach Question #1-part g refers to any additional services that your firm may provide that are above and beyond what the solicitation is requesting.
- **September 24, 2025, Question:** Under Method of Approach, section 4, could you please clarify what you mean by a delayed member textbook (or "hold") adoption program?
- **September 24, 2025, Mohave Answer:** A delayed "hold" adoption program is a flexible purchasing option that gives agencies extra time to implement or fund new textbook adoptions, while still benefiting from the awarded contract pricing and vendor guarantees.
- **September 25, 2025, Question:** Could you kindly provide a sample template of the reconciliation report at this stage?
- **September 25, 2025, Mohave Answer:** A sample reconciliation report will be provided if awarded a contract.
- **September 29, 2025, Question:** Can you please expand on/provide more details on what is meant by "direct online order"? Thank you.
- **September 29, 2025, Mohave Answer:** Please refer to solicitation Specification 1.8 Direct Order – Online ordering Process. Direct Online Order provides the member the capability to order items directly from an awarded contract vendor's website with the use of a purchase order or pcard/credit card. Additional information can be found in the Primary Vendor Information method of Approach section, beginning on page 35 of the solicitation.
- **September 29, 2025, Question:** In regards to specifications 1.11.03 and 1.11.05, how does Mohave want backorders, not yet published, reported to them?
- **September 29, 2025, Mohave Answer:** As per specification 1.11.03: "A statement shall be provided with the first shipment and shall include a listing of unavailable products, out of print title, titles out of stock indefinitely, titles out of stock temporarily, and titles not to be supplied for other reasons. This information

may be included on the packing slip or invoice.” In this specification, “statement” refers to identifying status of items in shipment as listed in the specification. An order confirmation can qualify as a “statement” providing it meets the requirements listed in specification 1.11.03.

- **September 29, 2025, Question:** Where can additional/supplemental and/or referenced embedded documents be uploaded when submitting our response?
- **September 29, 2025, Mohave Answer:** Please do not include “embedded” attachments or documents in your uploaded solicitation response. Any additional documents can be included with your proposal or can be uploaded as a separate document in step 5.
- **September 30, 2025, Question:** Our question includes: 1) Regarding Specification 1.1.10: Could you please clarify if you accept educational software that includes test preparation (ACT/SAT prep) but is digital only (no printed textbooks)?
- **September 30, 2025, Mohave Answer:** September 30, 2025, Mohave Answer: Test preparation materials are requested in hardcopy, software, or online. Please refer to solicitation Specification section 1.6 for additional details.

