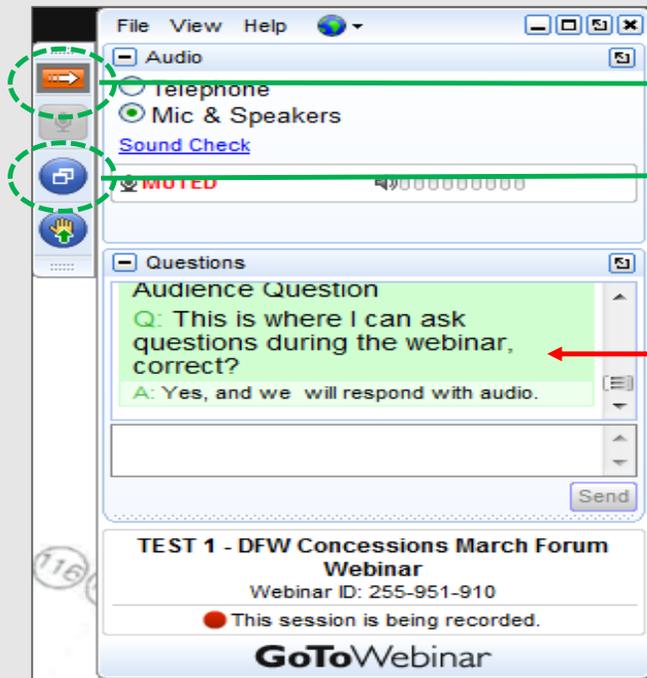


Dallas Fort Worth International Airport Concessions Pre-Proposal Webinar: Currency Exchange

03.07.2019



Webinar Protocol



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Type Questions Here

To see your webinar features, expand the toolbar on the right side of your screen.

All attendees are muted, so if you have a question, submit in writing using the questions feature on your screen.

All questions will be recorded and answered in an addendum to be posted publicly on the Concessions website.

Agenda

- Overview of DFW Airport & Concessions Program
- Doing Business with DFW Airport
- Tenant Design and Construction
- RFP Requirements and Maps
- Procurement: Lessons Learned
- Closing Remarks
- Joint Venture Agreements Training



Presentation will be available online.

Overview of DFW Airport and Concessions Program

Zenola Campbell, Vice President
Concessions

DFW Airport Overview

- DFW operates four legacy terminals (A, B, C, E) and International Terminal D
- Terminal Renewal and Improvement Program (TRIP)
 - Legacy Terminals A, B, and E
 - Enhancing the concessions program, expanding security checkpoints, reconfiguring ticket counters and improving parking
- Named “Best Large Airport in North America” by Airports Council International (ACI) for 2016
- Named “Global Airport of the Year” by Airport Transport World for 2019



Jointly owned by the cities of Dallas and Fort Worth, DFW has built a huge infrastructure and still has room to grow.



DFW Airport now provides air service to 186 domestic and 62 international destinations, for a total of 248 non-stop destinations.



Vision

Travel. Transformed.



Mission

We provide an exceptional Airport experience for our customers and connect our community to the world.

Mastering the Basics

Clean
Working
Friendly



Key Results



DFW total passengers expected to reach an all-time high with 4.7% growth in FY 2019

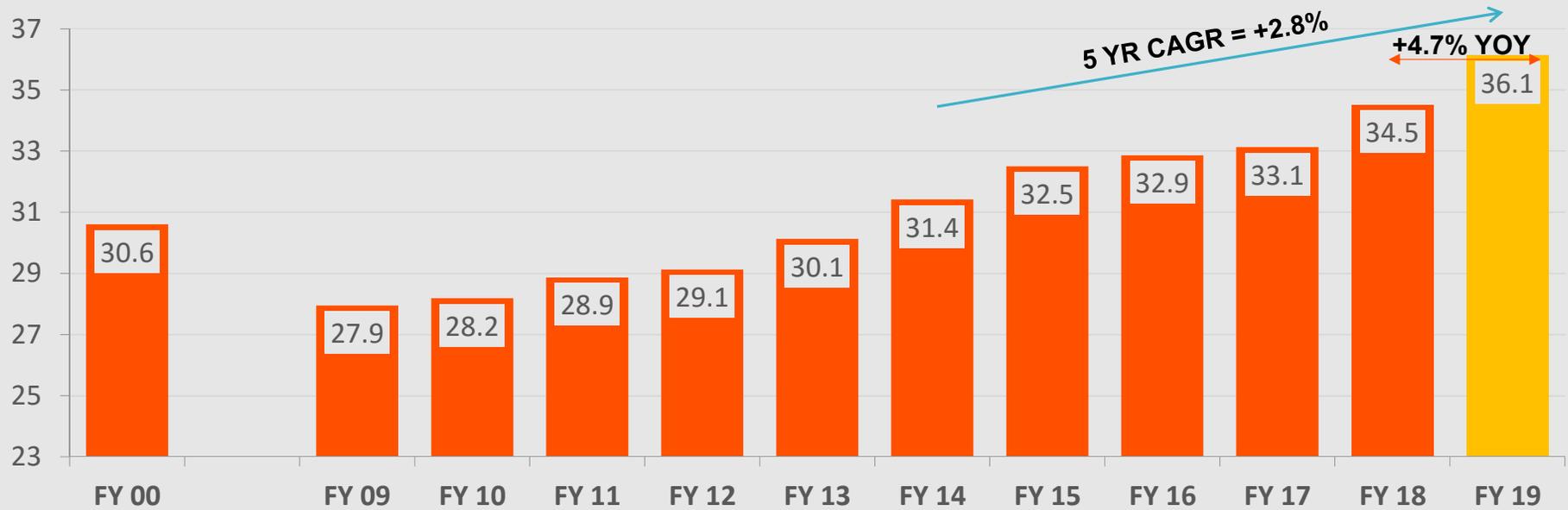
DFW Total Passengers
(in Millions)



CAGR represents Compound Annual Growth Rate

DFW enplanements

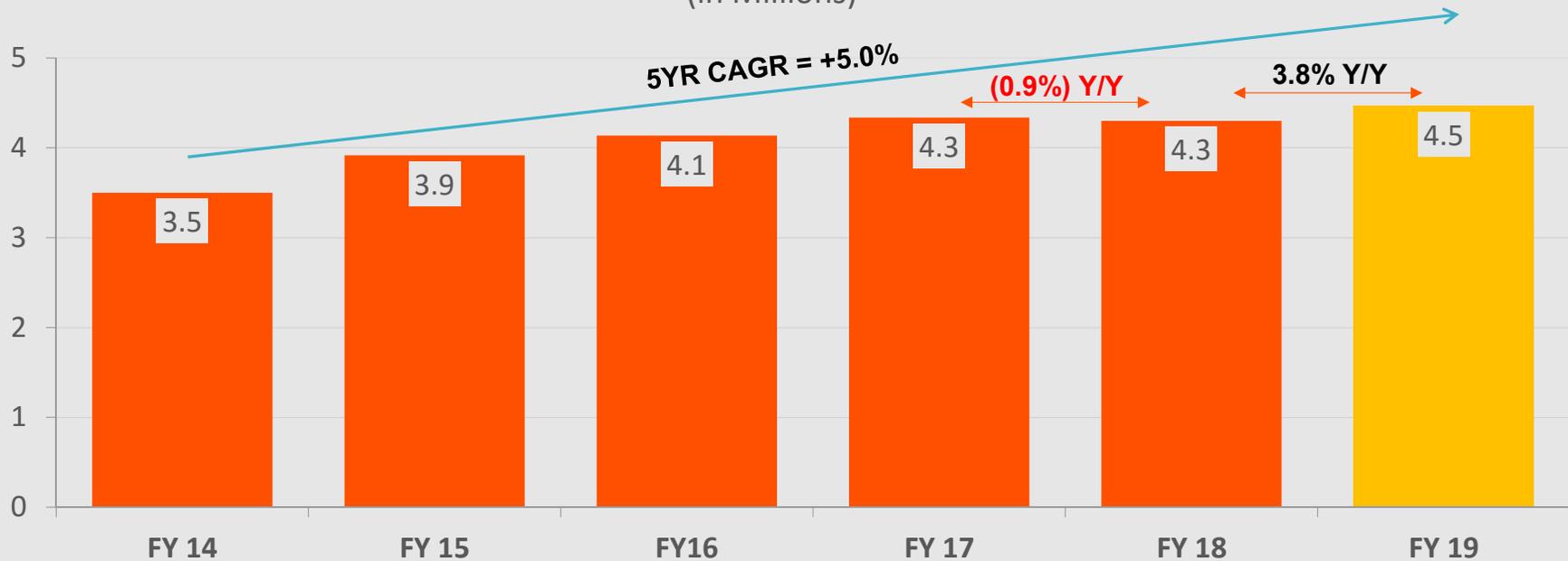
DFW Enplanements
(in Millions)



CAGR represents Compound Annual Growth Rate

FY19 international enplanements are projected to grow 3.8%

DFW International Enplanements
(in Millions)



CAGR represents Compound Annual Growth Rate

DFW Concessions Program

One of the largest concessions programs in N. America

- Over 200 shops, restaurants, and services
- Generated gross receipts of over \$382M in FY18
- Completed 37 concession locations in FY18

Rental Car Center

- 4.7 million passengers in FY18
- Generated gross receipts of over \$273M in FY18



Concessions Program Mission and Objectives

Mission

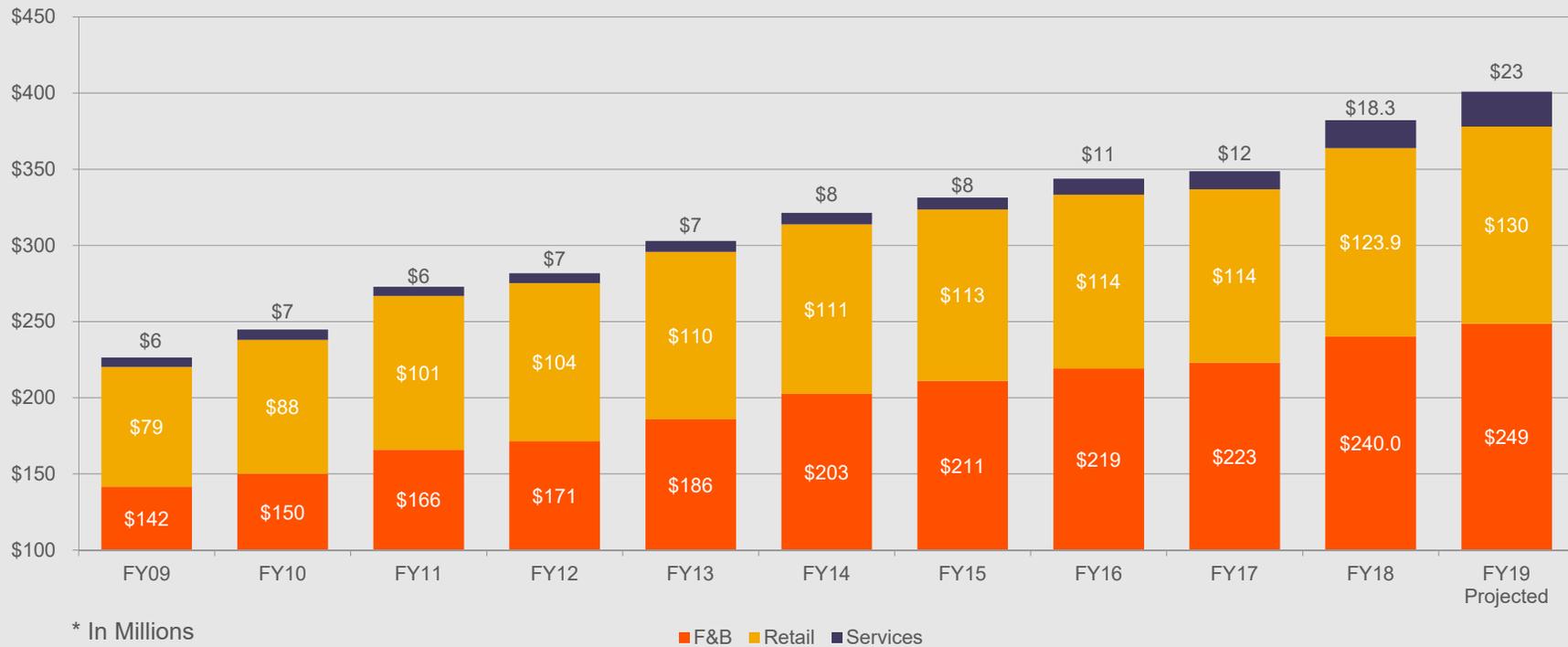
- To proactively exceed our customers' expectations with Best in Class shopping, dining and service experiences at the Airport while increasing revenue to the Board

Objectives

- Maximize revenue
- WOW and excite customers
- Make DFW the “Partner of Choice” for new business & concessionaires

Concessions Performance

FY19 is projected to reach \$402 million in total sales for Food & Beverage, Retail and Services.



Recent Industry Recognition

2019 Airport Experience Conference:

- Best Overall Program

2018 Airports Council International:

- Richard A. Griesbach Award of Excellence
- Best Retail Program, 1st Place
- Best F&B Program, 3rd Place
- Hickory – Best F&B Concept, 3rd Place

2018 Airport Revenue News:

- Best Customer Service
- Best Overall Program

2018 Airport Food and Beverage Conference (FAB):

- Airport Wine Bar of the Year: CRÚ Food and Wine Bar



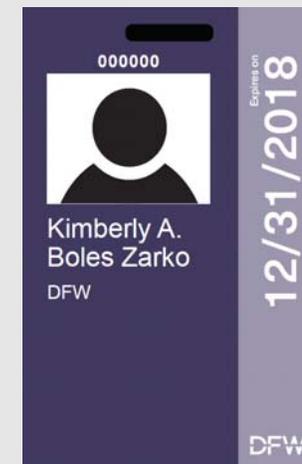
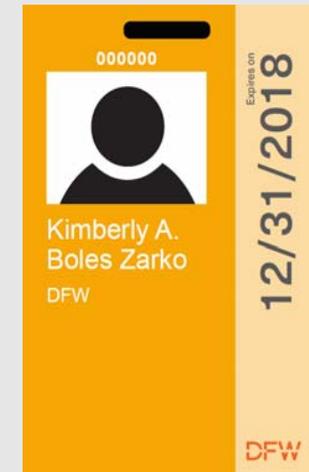
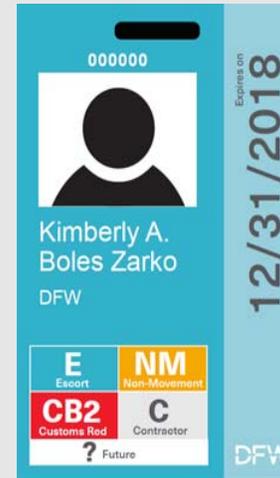
Doing Business with DFW Airport

Kevin Lemmons, Assistant Vice President Concessions

Doing Business with DFW

Safety and Security

- Access DFW (Badging)
- AOA Training
- Prohibited Items Procedure
- Risk Management



Doing Business with DFW - Operational Challenges

Operations

- Hours of Operation
- Irregular Operations (IROPS) Procedures
- Flight Banking
- Refurbishment/Improvement of Lease Space
- Maintenance

Doing Business with DFW

Costs of Doing Business

Rent Structure

- Greater of Minimum Annual Guarantee (MAG) or Percent Rent
 - MAG is set by airport and based on projected sales for that location
 - Percent rent is based on the proposal – ranges 12% - 20%+ based on type of product or concept

Fees and Charges (refer to lease and Schedule of Charges (SOC) for complete list)

- Surety Bonds or Cash Deposits – both operational and construction
- Insurance – both operational and construction
- Schedule of Charges – posted each Fiscal Year but may change

Doing Business with DFW

Current In-terminal Operating Costs Outlined in the Schedule of Charges

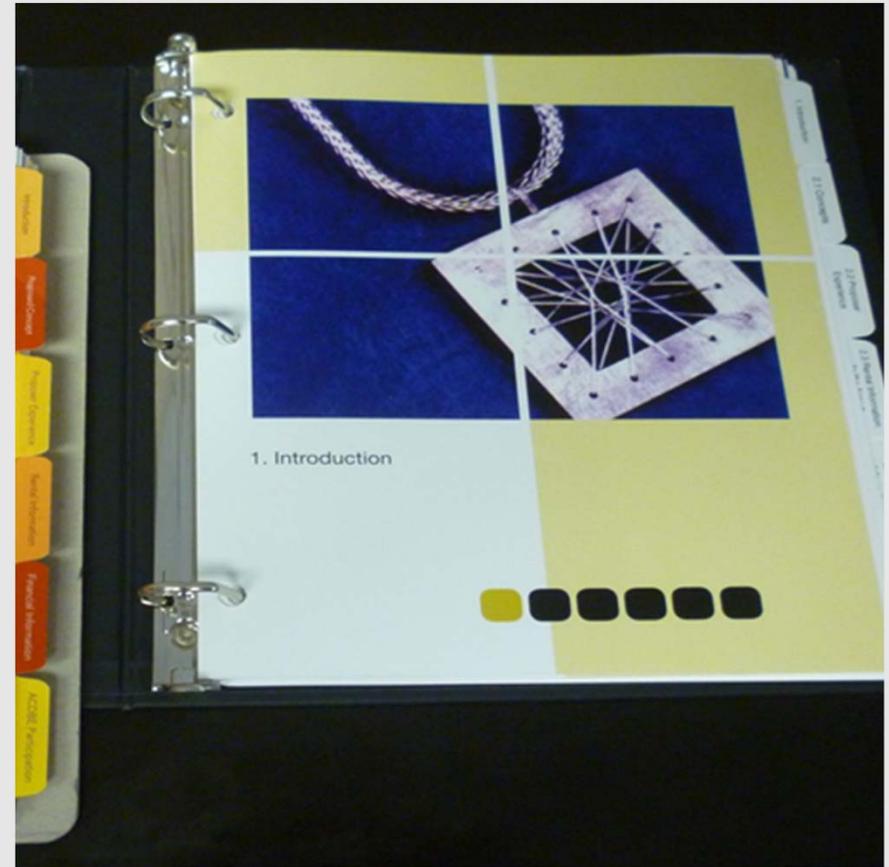
Item	Rate for FY 2018
Vehicular Access Charges (24-hr Free Parking)	\$ 2,000 per person per year
New Badge/Fingerprinting	\$ 120 per person
Badge Renewal (within 30 days)	\$ 90 per person
Employee Transportation	\$ 46 per person per month
Operating & Maintenance Charge	\$ 24.21 per SF per year
Administration Fee (only assessed at award/renewals of agreements)	\$ 100 per occurrence
Marketing Assessment	Up to 0.5% of Gross Receipts

*Subject to change

Doing Business with DFW

Submitting the Proposal

- Proposer Experience
- Proposal Deposit
- Proposal Acknowledgement Form
- Concessions Business Disclosure Form
- Concept Fit
- Percentage Rent
- ACDBE/DBE



Doing Business with DFW

All information for the RFP will be posted on our Website: www.dfwairport.com/concessions

Home Get Started Solicitations/RFPs Resources About

Travel. Transformed. **DFW**

Register for Concessions Opportunities

Register

Current Concessionaire User Portal

Log-In

Tour the new Terminal A

Renovations and updates are complete in Terminal A. See DFW's new look. Watch now.

Airport Concessions

Flight Information - Gates A | B | C | D | E

Learn More

Tenant Design and Construction

Tenant Design and Construction

Design and Build Process – Coordinate with DFW Concessions TPM Team

- DFW's Concessions Tenant Project Managers (TPM) manage the design and construction of every concessions project
 - Compliance with Tenant Design Manual
 - Compliance with DFW Design Criteria
 - Design review meetings
 - Manage the Code Submission process
 - Monitor Construction/Build-out process
 - Ensure Lease Compliance prior to Code Submission
-
- Projects will be reviewed for code compliance by those authorities having jurisdiction



Tenant Design and Construction

Design and Build Process – Development Process Timeline (228 to 288 Days)



DFW	
Concessions Design and Build-Out Program	
Timeline Schedule – In Calendar Days	Target Date
Design Process	
	Days for Completion
Commencement Date	_____ Day 1
Pre-design Meeting (15 Days)	_____ Day 16
35% Schematic Design (30 Days)	_____ Day 46
TPC Review of Schematic Design (5 Days)	_____ Day 51
95% Construction Document Review (30 Days)	_____ Day 81
TPC Review of Construction Doc (5 Days)	_____ Day 86
Code Submittal for permit (5 Days)	_____ Day 91
Code Review (14 Days)	_____ Day 105
Potential Re-submittal (14 Days)	_____ Day 119
Code Approval Permit Issued (14 Days)	_____ Day 133
Pre-Construction Meeting (5 Days)	_____ Day 138
Construction Process	
Construction Timeline, varies by concept	_____ <u>90 to 150</u>
<small>Retail – 90 Days QSR – 120 Days Full Service F&B – 150 Days</small>	
Total Project Process	228 to 288
Based on the above timeline the location is expected to be open on _____	
Tenant Representative Signature of agreement _____	
<small>Rent will start on this date or the date the location is open to the public, whichever date comes first. Exceptions to this date must be submitted using the Progress Exception Report on Page 9 of this packet.</small>	

Tenant Design and Construction

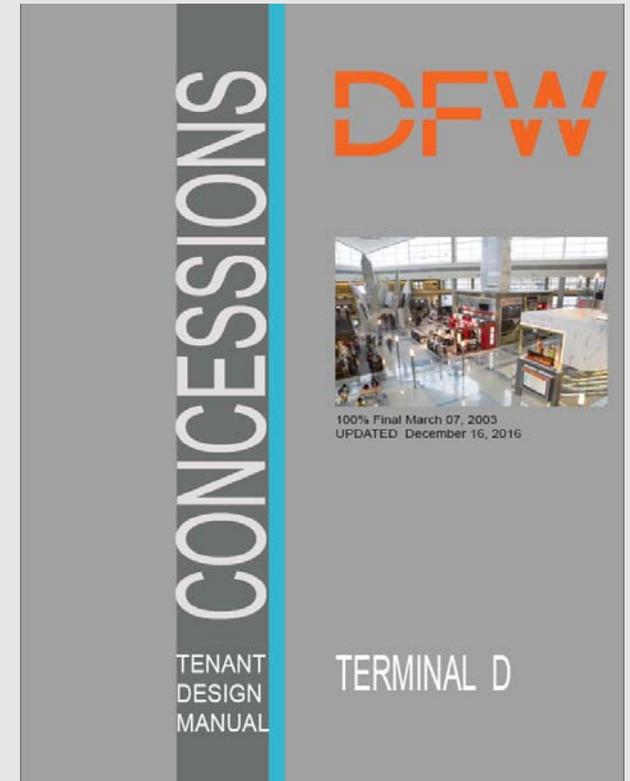
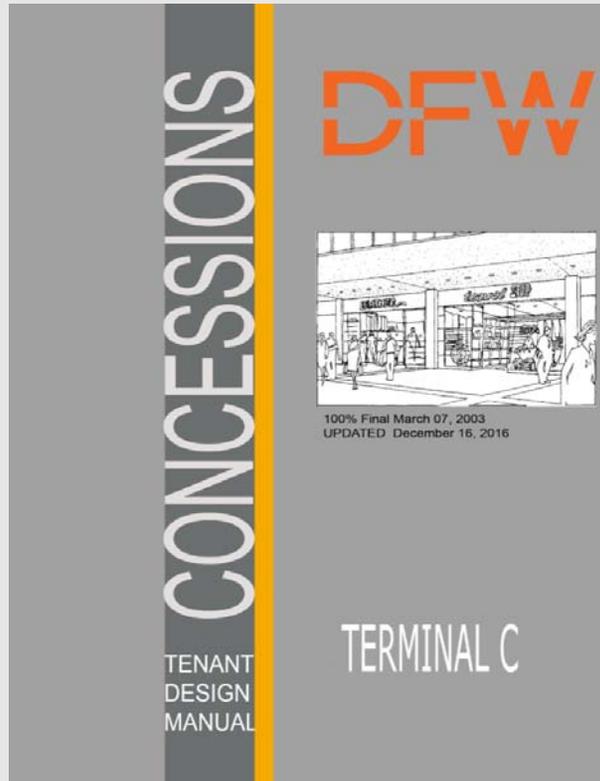
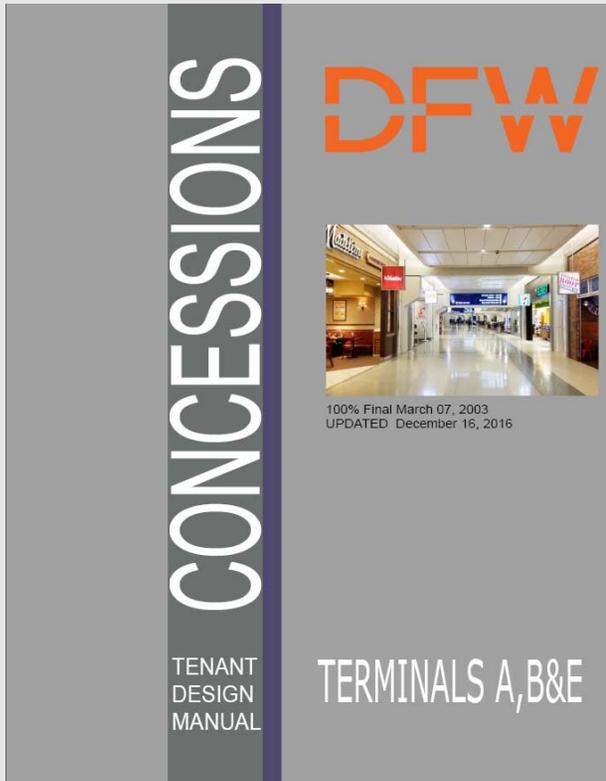
Typical Design Professionals and Trades Required:

- Texas Registered Architects, MEP and Kitchen Design Teams, and Texas Accessibility Specialists
- General Contractors
- Trades/Sub Contractors
 - Framing/drywall contractors
 - MEP contractors
 - Millwork/Trim contractors
 - Fire suppression contractors
 - Tile contractors
 - Signage contractors
 - Kitchen equipment contractors
 - Railing contractors
 - Security door contractors



Tenant Design and Construction

Tenant Design Manual



RFP Requirements and Maps

Pam Housley, Manager
Concessions

Minimum Requirements

Must accept a minimum of three major credit cards including Visa, MasterCard, and American Express.

Must provide foreign exchange (FX), sales and purchases of all major world currencies, including legally tradable currencies for the countries served by the airlines operating from DFW.

Must provide exchange of foreign money and traveler's checks into U.S. currency and exchange of U.S. money and traveler's checks into foreign currency.

Must provide receipt and transmission of funds by wire.

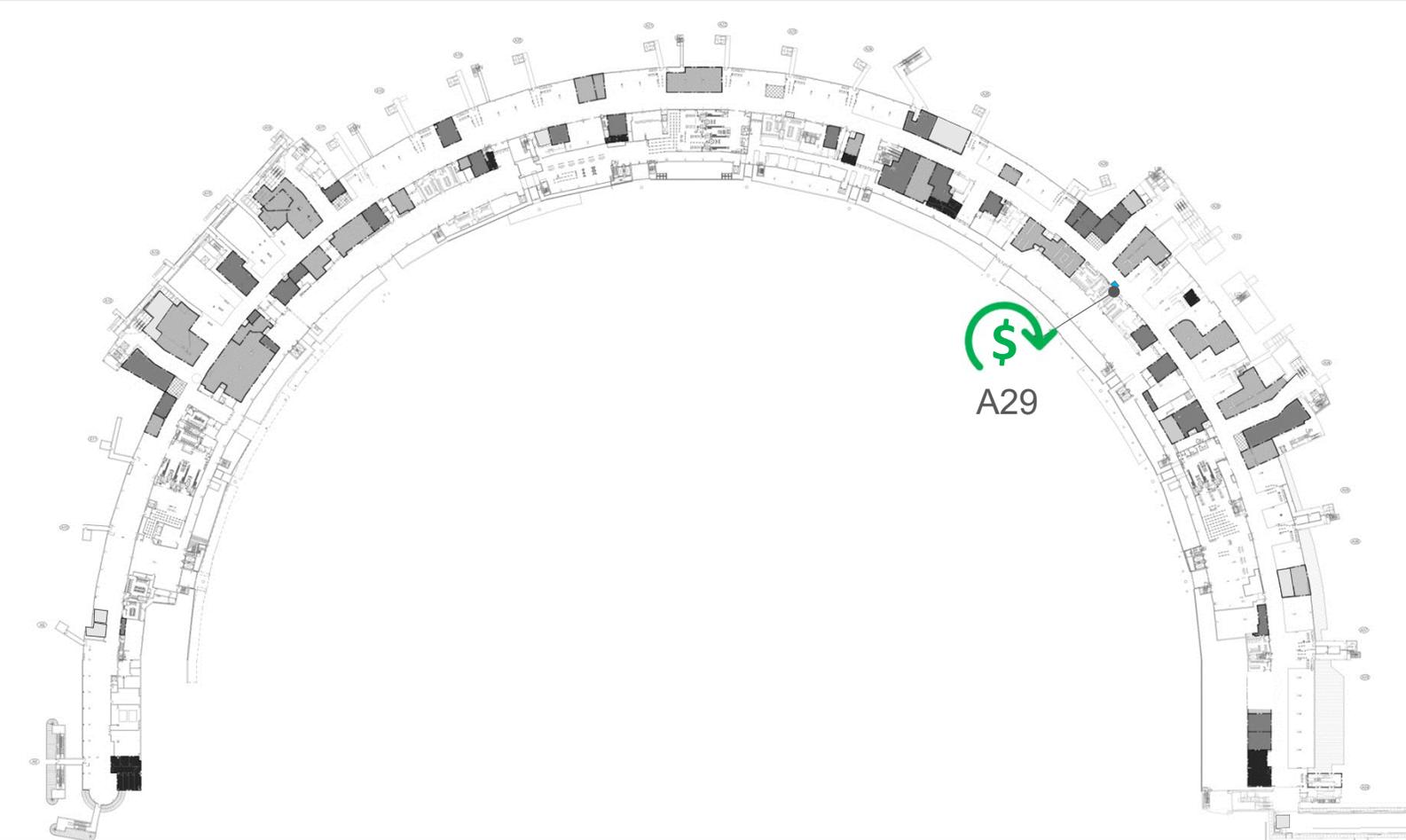
Must provide sale of pre-paid debit cards, international phone cards, and global SIM cards.

Must provide sale of travel, flight, and personal affects insurance.

Must identify the Reference Bank(s), or other source(s), to be used for the setting of rates of exchange in the interests of benchmarking and fair pricing.

Must identify and explain fees above and beyond the exchange rate in their submitted merchandise/services list.

Terminal A: 1 location



Terminal D: 5 Locations



Lessons Learned

Sonji Brown-Killyon, Contracts Manager
Procurement and Materials Management

Lessons Learned

- ✓ Follow all preparation instructions
- ✓ Check to make sure all information provided is correct and complete
- ✓ Make sure all required documentation is submitted.
- ✓ Include the required deposit.
- ✓ Make sure you sign and date your proposal.
- ✓ Respond to what the RFP requests, please avoid placing limitations or conditions
- ✓ Don't just state what you will do; explain why it will work and why it is best in class for the Airport's traveling public.
- ✓ Submit the requested number of statement copies.
- ✓ Find out in advance exactly where the proposal must be delivered and make sure documents arrive well in advance of the due date/time.
 - Third-party delivery service delays and traffic conditions are not valid reasons; your proposal will not be accepted if it is late.



Things to Remember

- ✓ RFP Preparation – RFP Concept Number on Everything
 - ✓ Proposal cover, checks, boxes, forms, envelopes
- ✓ Contact Emails – Ensure they are correct.
- ✓ Deposit Check will be returned after Board approval of awardees.
- ✓ Please use the proposal submittal label provided in the RFP Package and affix it on the outside of the delivery package(s).
- ✓ Submit all RFP questions in writing by the question due date and time to:

Ms. Sonji Brown-Killyon
Contracts Manager
sbkillyon@dfwairport.com
972-973-5648



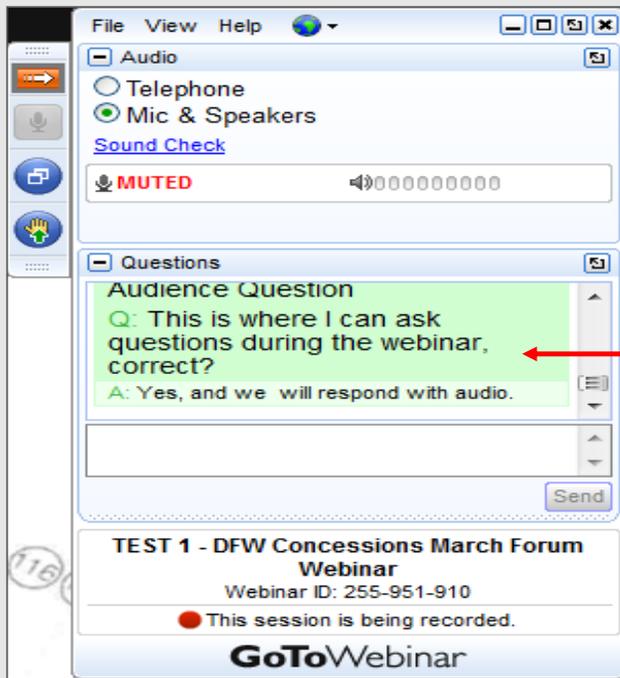
Closing Remarks

Dates to Remember

RFP Release	Thursday, February 28, 2019
Pre Proposal Webinar	Thursday, March 7, 2019 at 3:00 pm CST
Final Date for Questions and Clarifications	Monday, March 25, 2019 at 5:00 pm CDT
Proposal Due Date	Monday, April 15, 2019 by 2:00 pm CDT

dfwairport.com/concessions

Questions?



Type Questions Here

All attendees are muted, so if you have a question, submit in writing using the questions feature on your screen.

All questions will be recorded and answered in an addendum to be posted publicly on the Concessions website.

Closing

Presentation will be available on the RFP page along with other resources.

For any and all questions:

Ms. Sonji Brown-Killyon
Contracts Manager
sbkillyon@dfwairport.com
972-973-5648

Current Solicitations

User Portal  Concessions Home 

Currency Exchange RFP



Pre Proposal Webinar
Thursday, March 7, 2019
3:00 pm – 4:00 pm CDT

Register at:
www.tinyurl.com/dfwcurrencyx19

Proposal Due Date
Monday, April 15, 2019
2:00 pm CDT

Currency Exchange (Released 2/28/2019)

This is a Request for Proposals for a Currency Exchange service provider with 6 locations in Terminals A and D.

Currency Exchange Register for Webinar - www.tinyurl.com/dfwcurrencyx19	Request for Proposal	Package Document	Attachment 2: Sales Expectation Information Attachment 3: Sample Draft Lease Attachment 4: Maps Exhibit A: Proposal Acknowledgment Form Exhibit B: Business Disclosure Form Exhibit C: Estimated Investment	FY17 EPAX by Terminal Terminal Demographics FY18
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