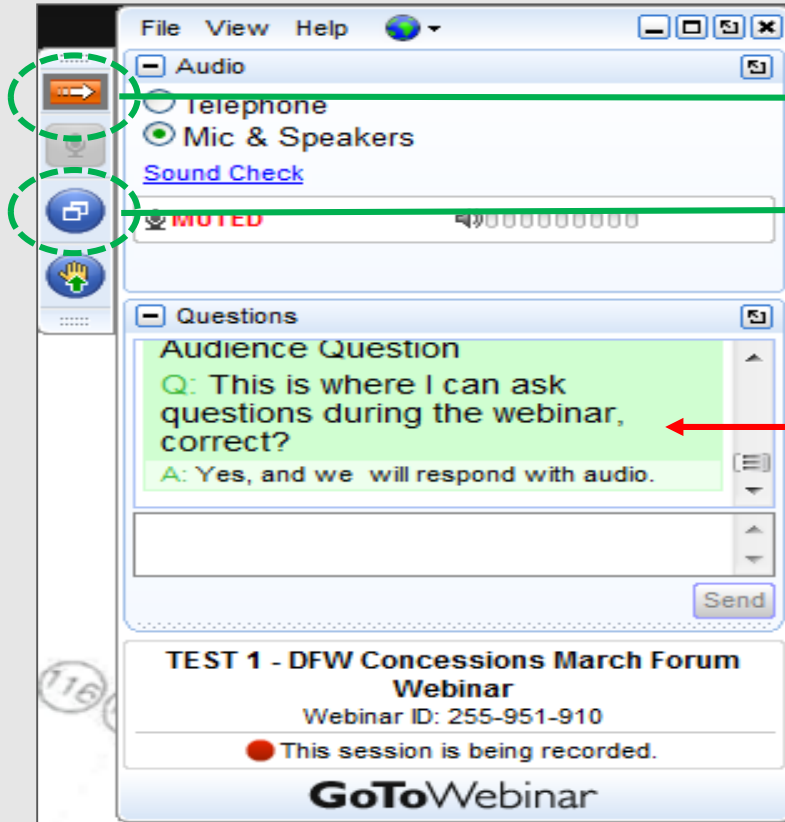


Dallas Fort Worth International Airport Concessions Pre-Proposal Webinar

September 17th, 2018



Webinar Protocol



Expand/Collapse the Toolbar

Full Screen Button

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
- How to do Business with DFW
- Tenant Design and Construction
- Minimum Requirements and Terminal Maps
- Procurement: Lessons Learned

Presentation will be available online.



Introduction

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



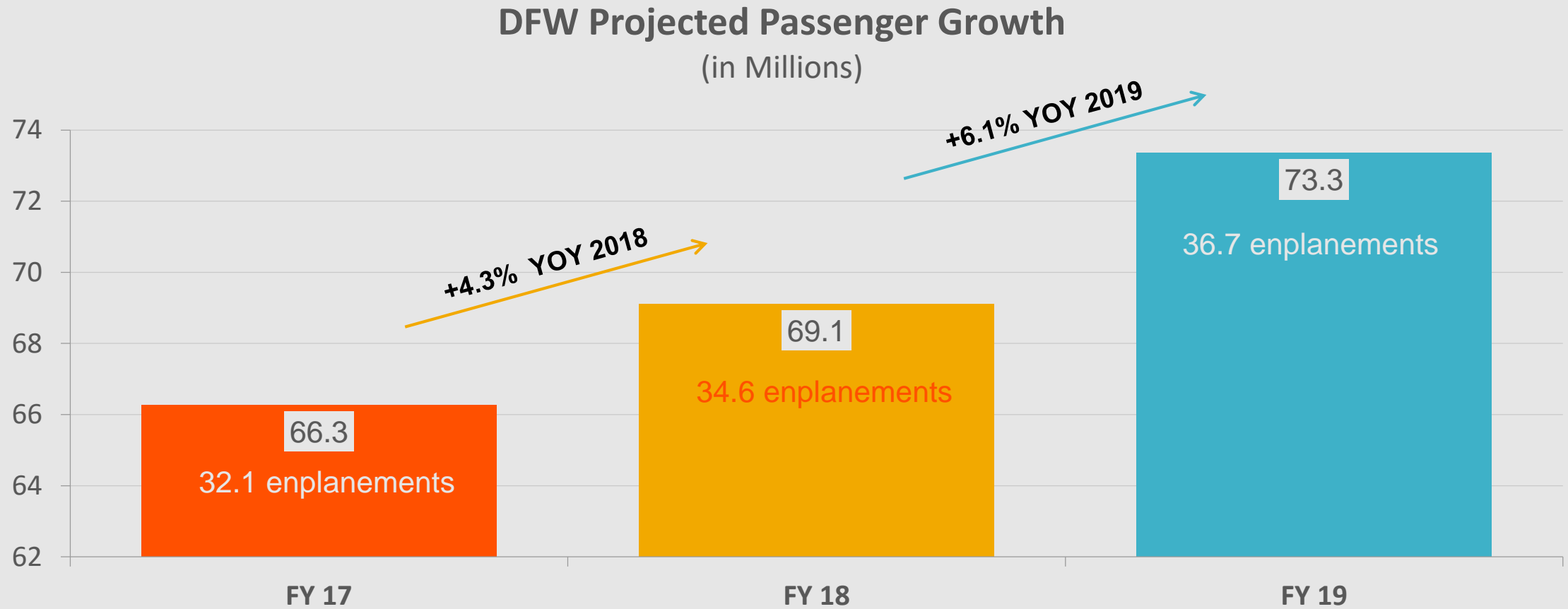
Jointly owned by the cities of Dallas and Fort Worth, DFW has built a huge infrastructure and still has room to grow.



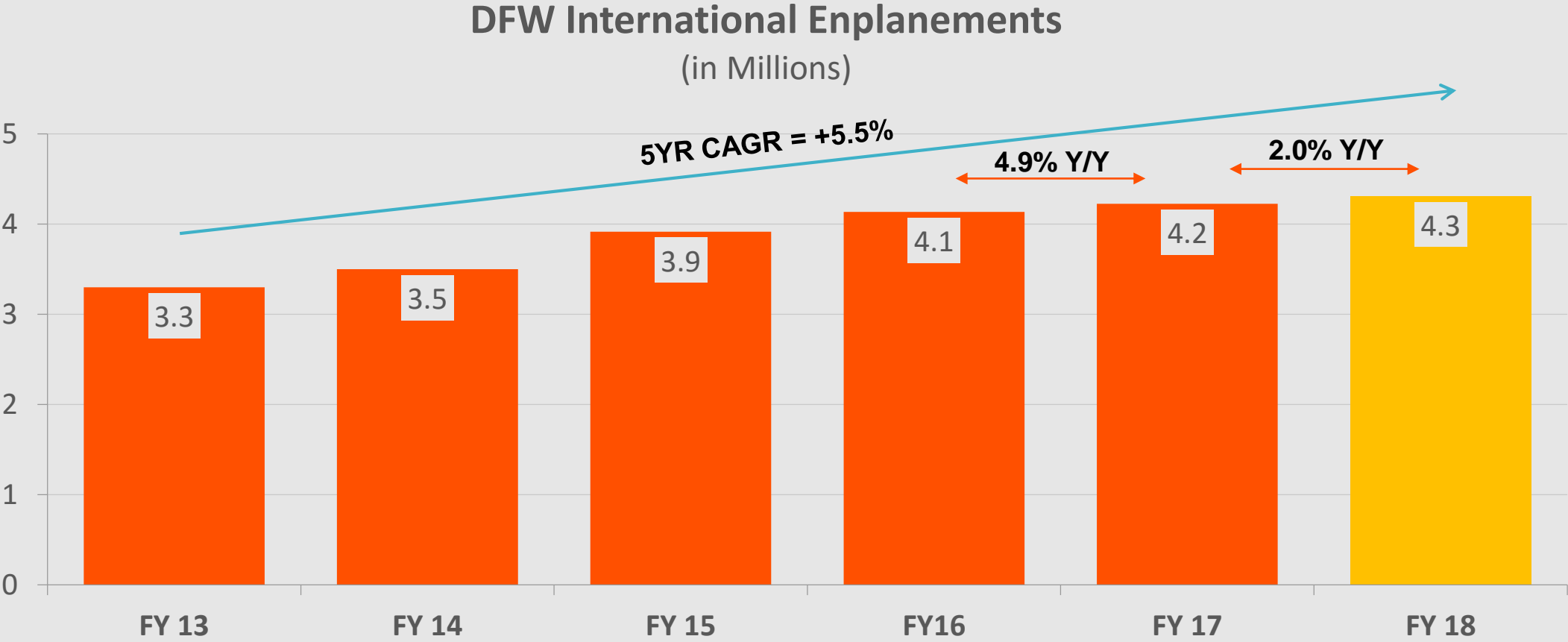
DFW Airport now provides air service to 173 domestic and 58 international destinations, for a total of 231 non-stop destinations.



Growth at DFW continues to be aggressive: 4% this fiscal year and 6% in fiscal year 2019



FY18 international enplanements continue to grow



CAGR represents Compound Annual Growth Rate

9 Source: DFW Monthly Flight Activity Reports, GSD Forecast



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 Concessions Program

One of the largest concessions programs in N. America

- Over 200 shops, restaurants, and services
- Generated over \$348M in FY17 Gross Receipts
- Completed 27 concession locations in FY17

Rental Car Center

- 4.7 million passengers in FY17
- Generated over \$269M in FY17 Gross Receipts



Concessions Program Mission and Objectives

Mission

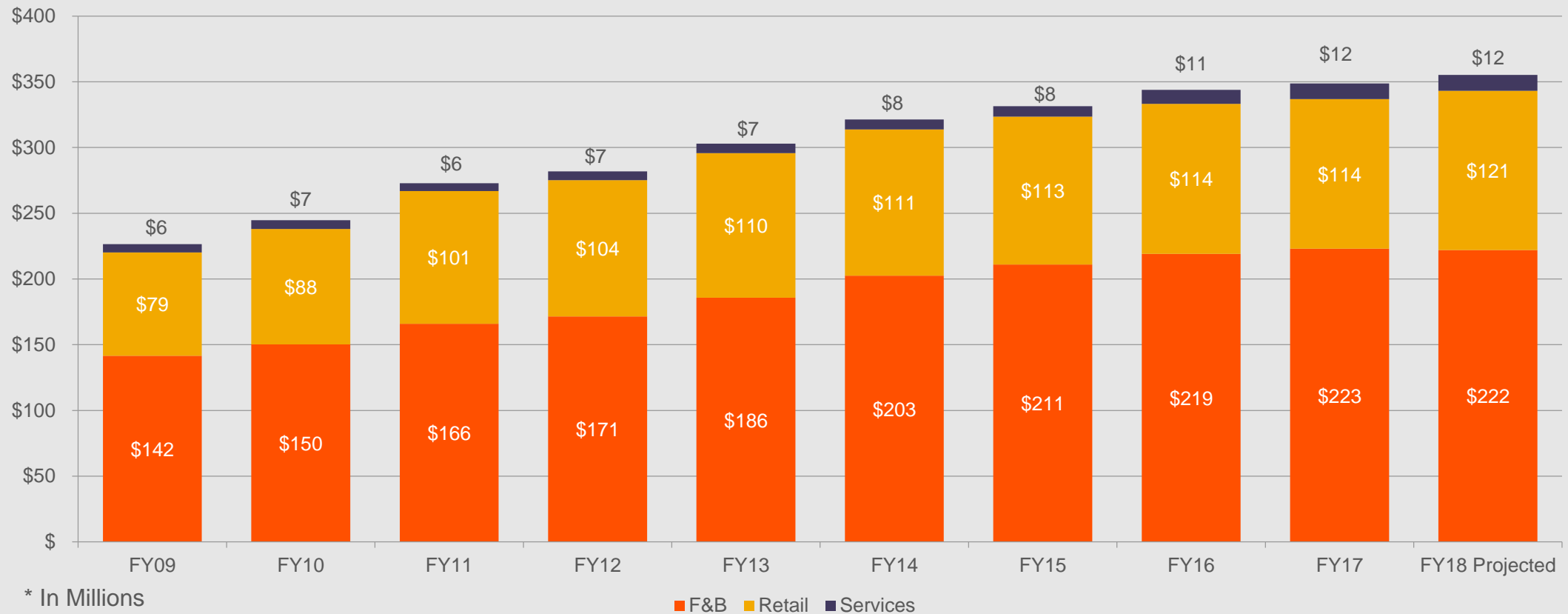
- To proactively exceed our customers' expectations with Best in Class shopping, dining and service experiences at the Airport while increasing revenue to the Board

Objectives

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

Concessions Performance

FY18 is projected to reach \$355M in total sales for Food & Beverage, Retail and Services.



2018 Industry Recognition

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

Airport Revenue News:

- Best Customer Service
- Best Overall Program

Airport Food and Beverage Conference (FAB):

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





400

Travel Transformed.

Doing Business with DFW Airport

Michael Baldwin, Assistant Vice President

Doing Business with DFW

Safety and Security

- Badge Application Process
- Badge Authorization/Sponsorship
- AOA Training
- Prohibited Items Procedure
- ROCIP Training
- 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)	\$ 89 per person
Employee Transportation	\$ 48 per person per month
Operating & Maintenance Charge	\$ 24.07 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

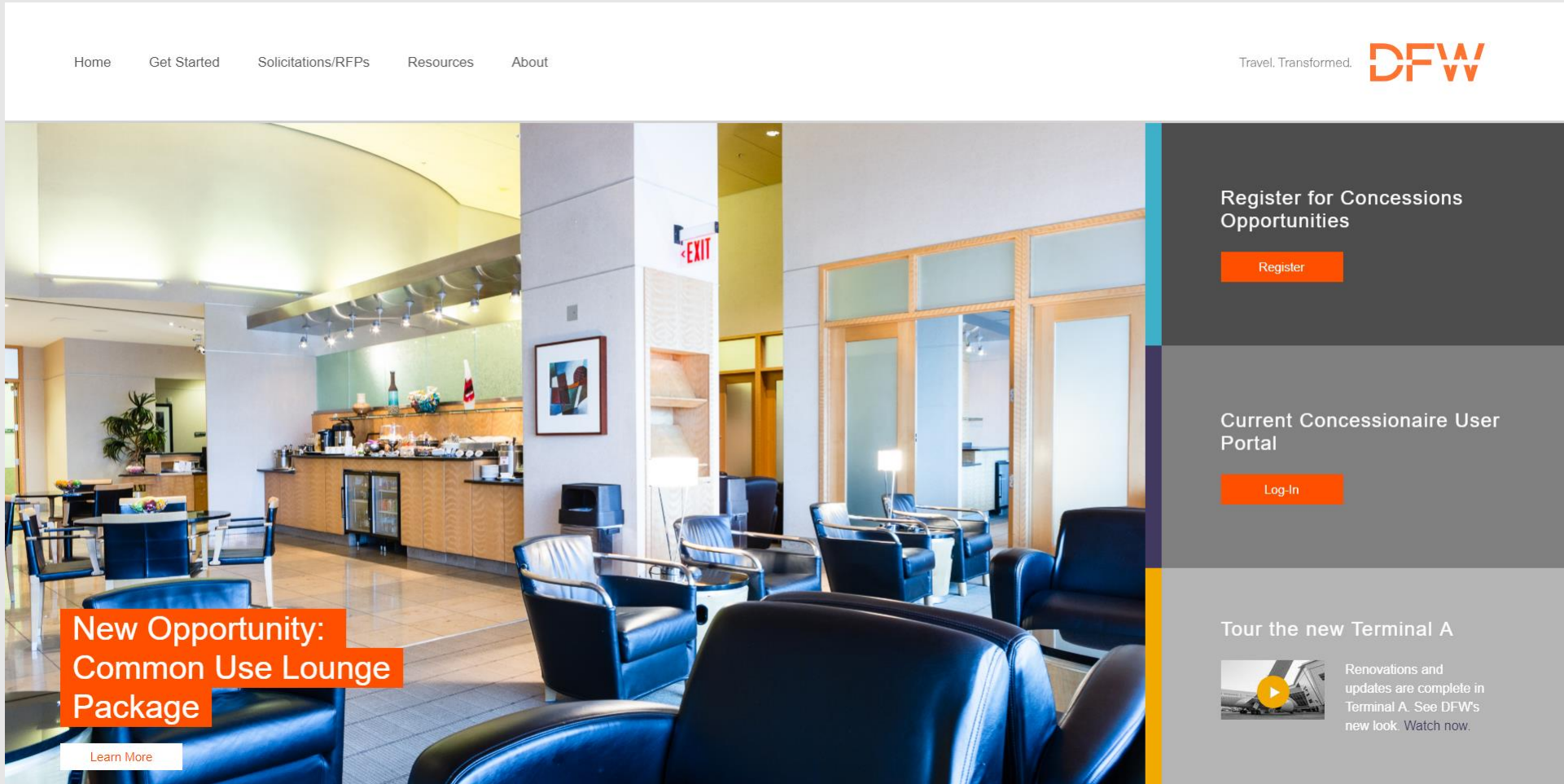
Submitting the Proposal

- 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



The image is a screenshot of the DFW website's concessions page. At the top, there is a navigation menu with links for Home, Get Started, Solicitations/RFPs, Resources, and About. The DFW logo and tagline "Travel. Transformed." are in the top right corner. The main content area features a large photograph of a modern lounge with blue leather chairs and a bar. Overlaid on the bottom left of the photo is an orange box with the text "New Opportunity: Common Use Lounge Package" and a "Learn More" button below it. On the right side, there are three dark grey panels. The top panel is titled "Register for Concessions Opportunities" and has an orange "Register" button. The middle panel is titled "Current Concessionaire User Portal" and has an orange "Log-In" button. The bottom panel is titled "Tour the new Terminal A" and includes a video player icon and the text "Renovations and updates are complete in Terminal A. See DFW's new look. Watch now."

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.

New Opportunity:
Common Use Lounge
Package

Learn More

Tenant Design and Construction

Michael Baldwin, Assistant Vice President

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)



Concessions Design and Build-Out Program

Timeline Schedule – In Calendar Days	Target Date
Design Process	
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 _____

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.



Tenant Design and Construction

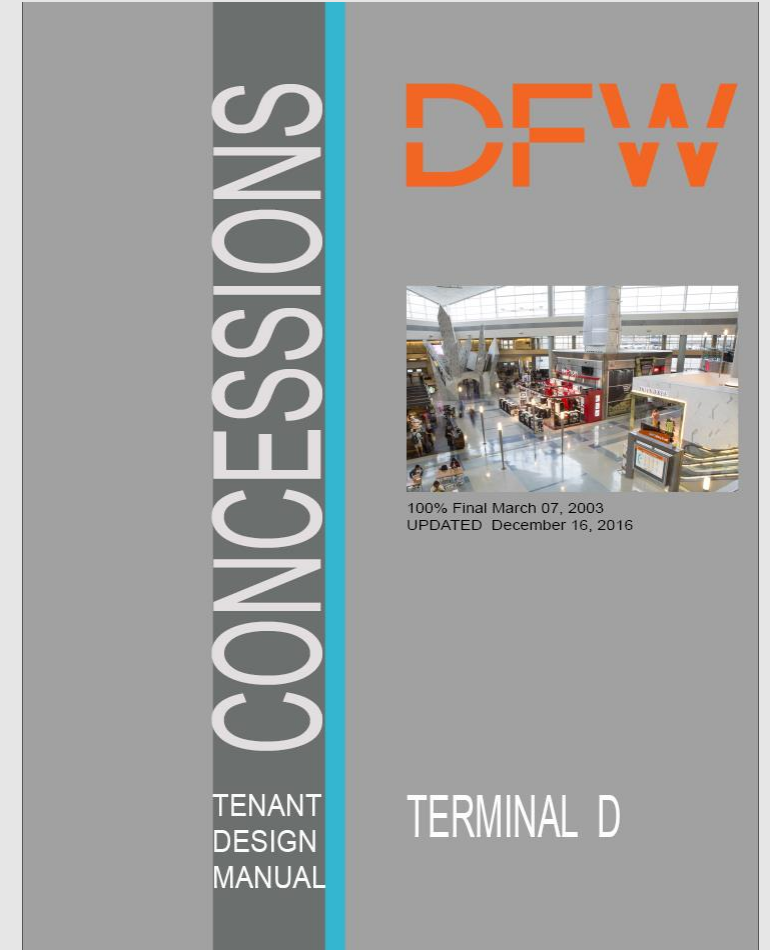
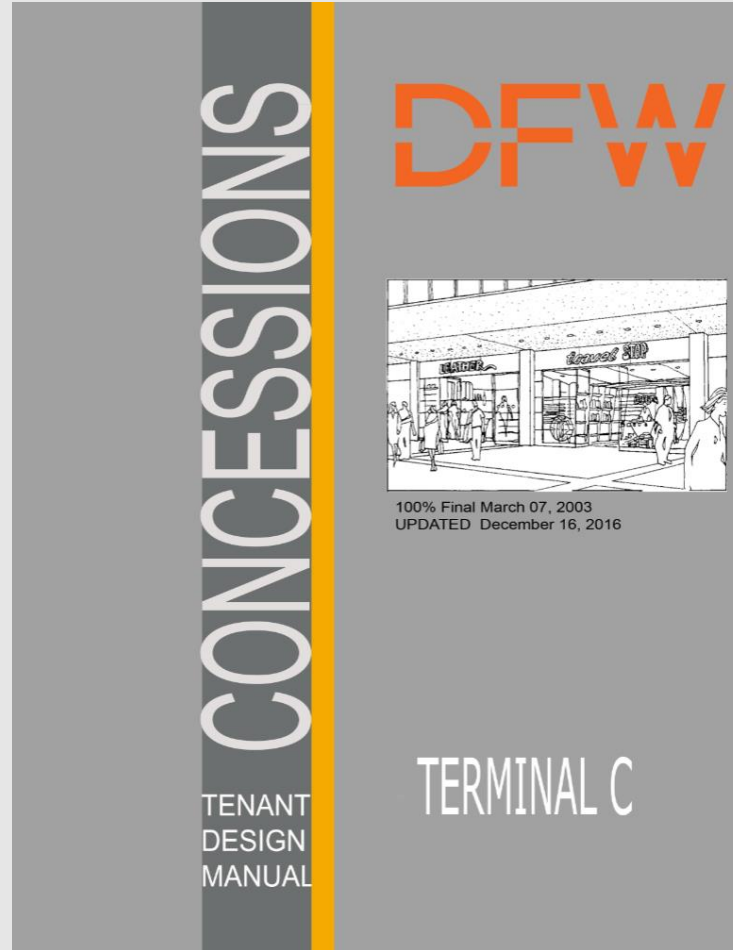
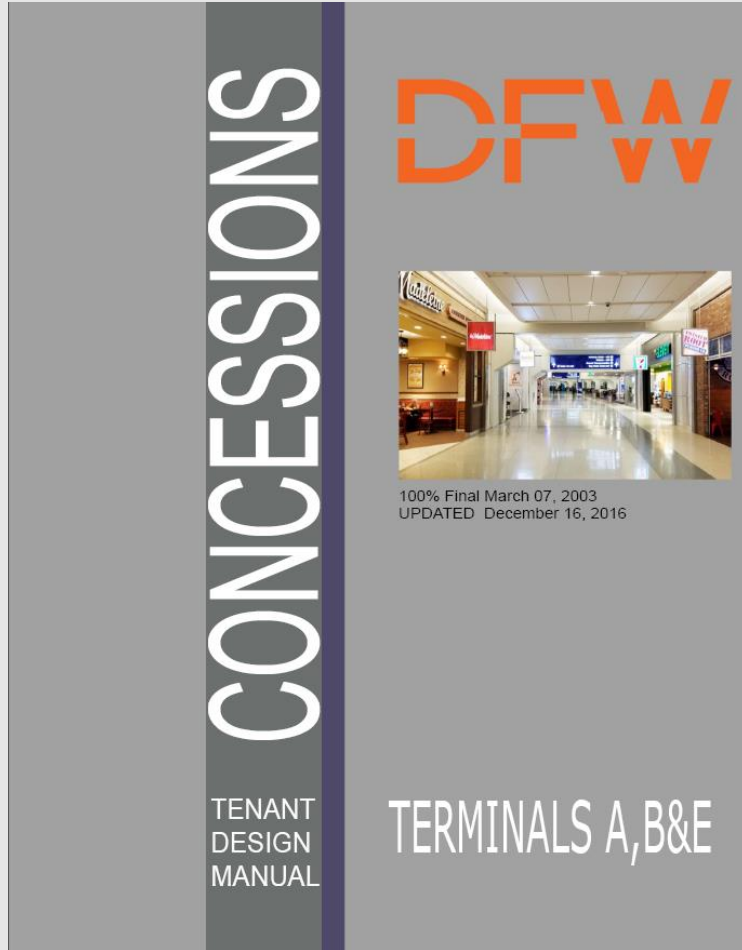
Typical Design Professionals and Trades Required:

- 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



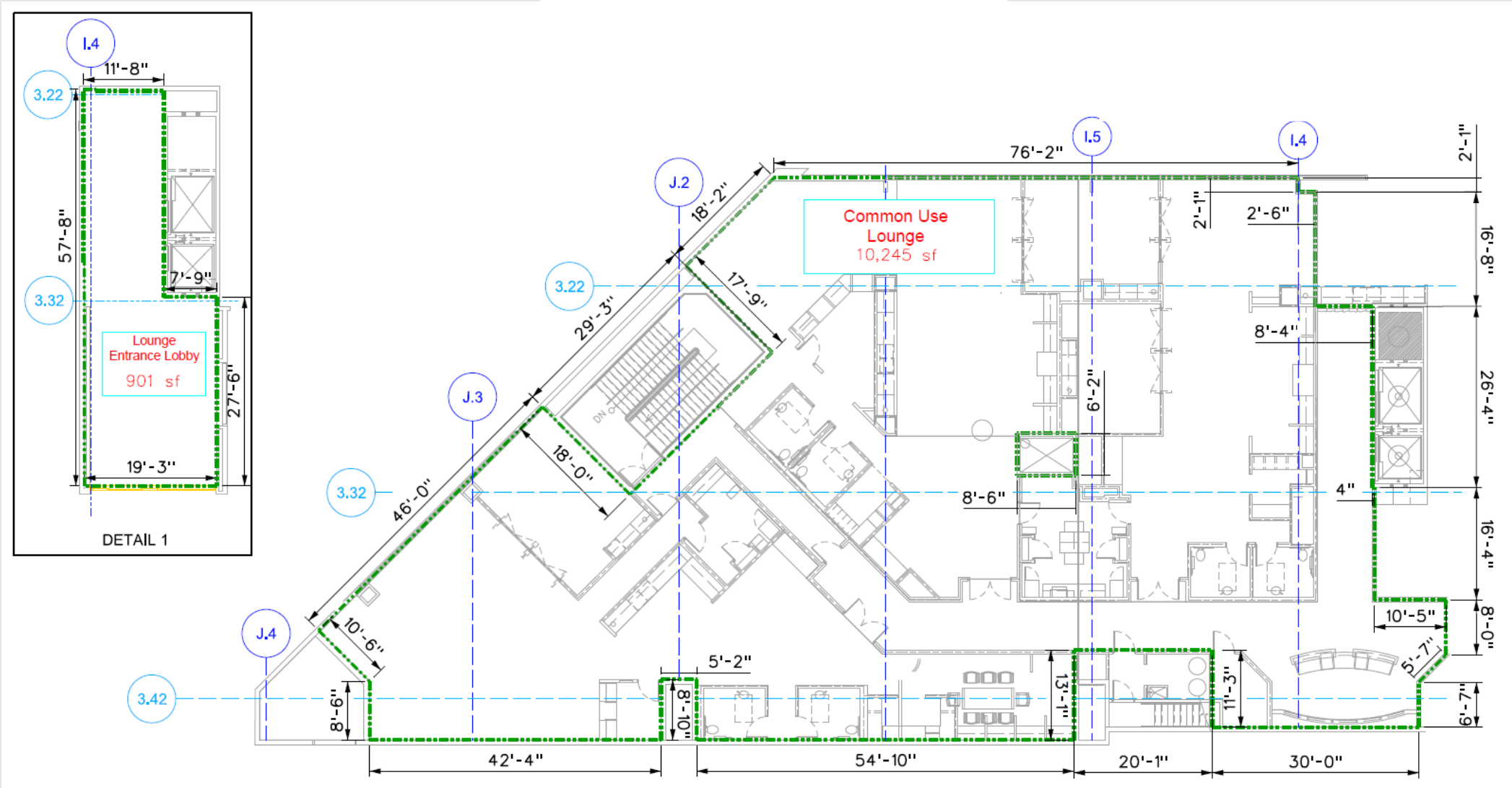
Minimum Requirements and Terminal Maps

Kevin Lemmons, Assistant Vice President

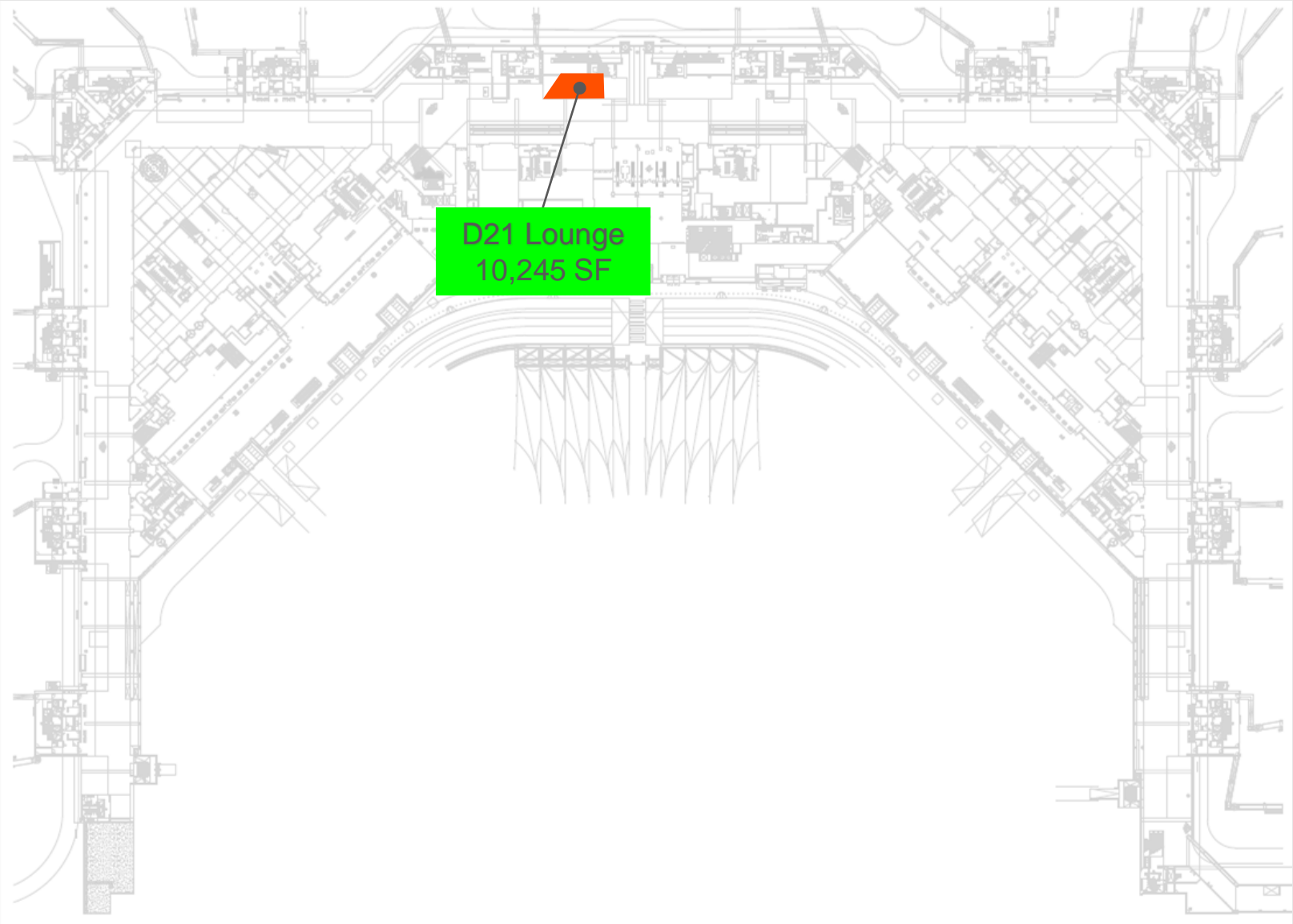
Terminal D Common Use Lounge

- In Terminal D, the successful operator will reconstruct existing clubs 1, 2 and half of club 3 in order to design, construct, maintain, and operate the full-service international passenger lounge.
- This lounge will offer services including freshly prepared made-to-order dishes, complimentary snacks and beverages, bar service, wi-fi and work booths, reading materials and televisions, restroom and shower facilities, comfortable seating, and more.
- This lounge will serve as the primary lounge for several international carriers without dedicated lounges, including Emirates, Icelandair, Lufthansa, and Qatar Airways (subject to change).
- Lounge membership guests and day pass guests may also be allowed if space is available.
- The entrance to the lounge is a shared space. The lobby should have a similar design quality as the lounge interior and should be designed to accommodate a variety of airline guests.

Terminal D, Gate 21: Clubs 1-3



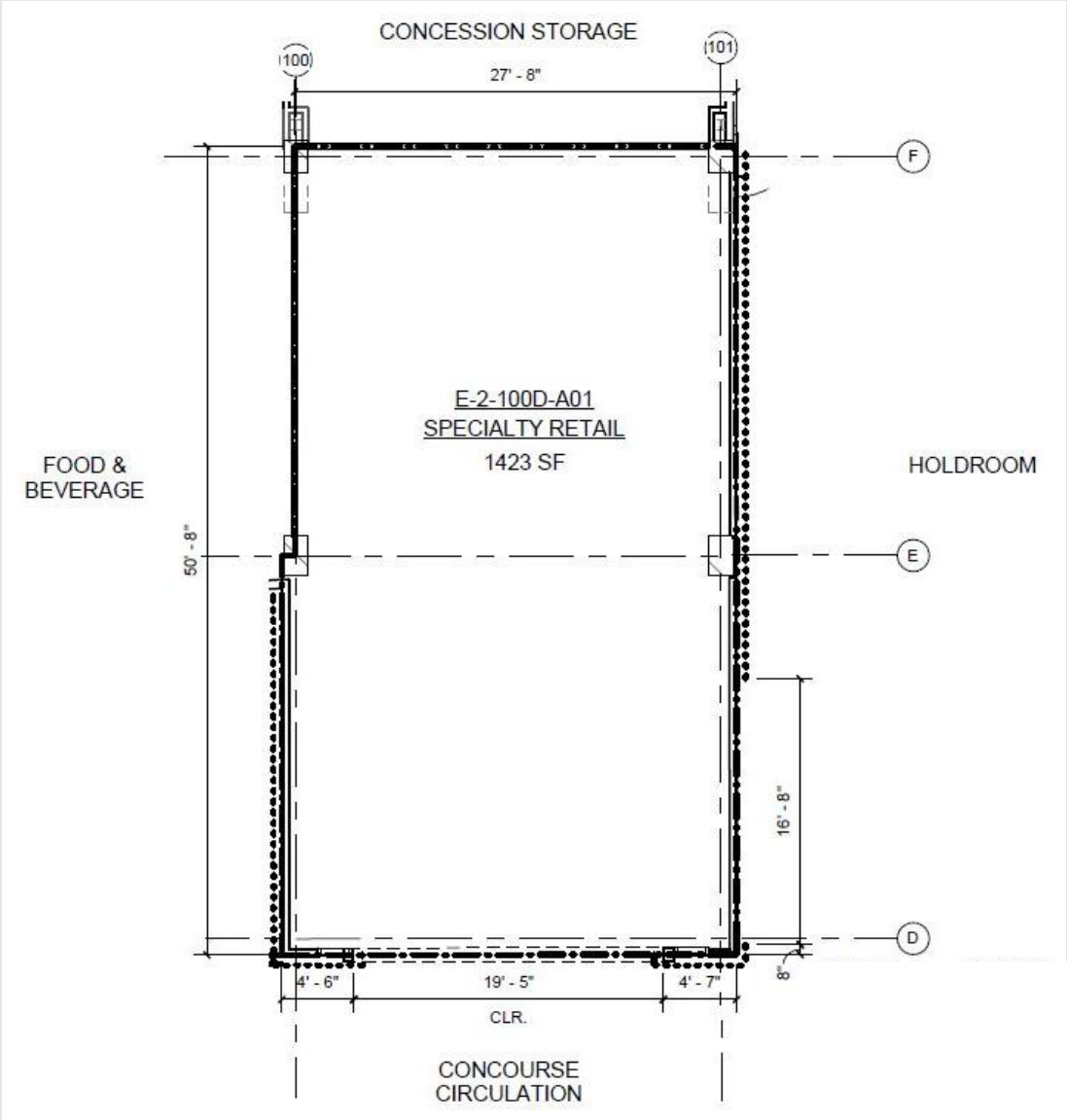
Terminal D, Gate 21: Clubs 1-3



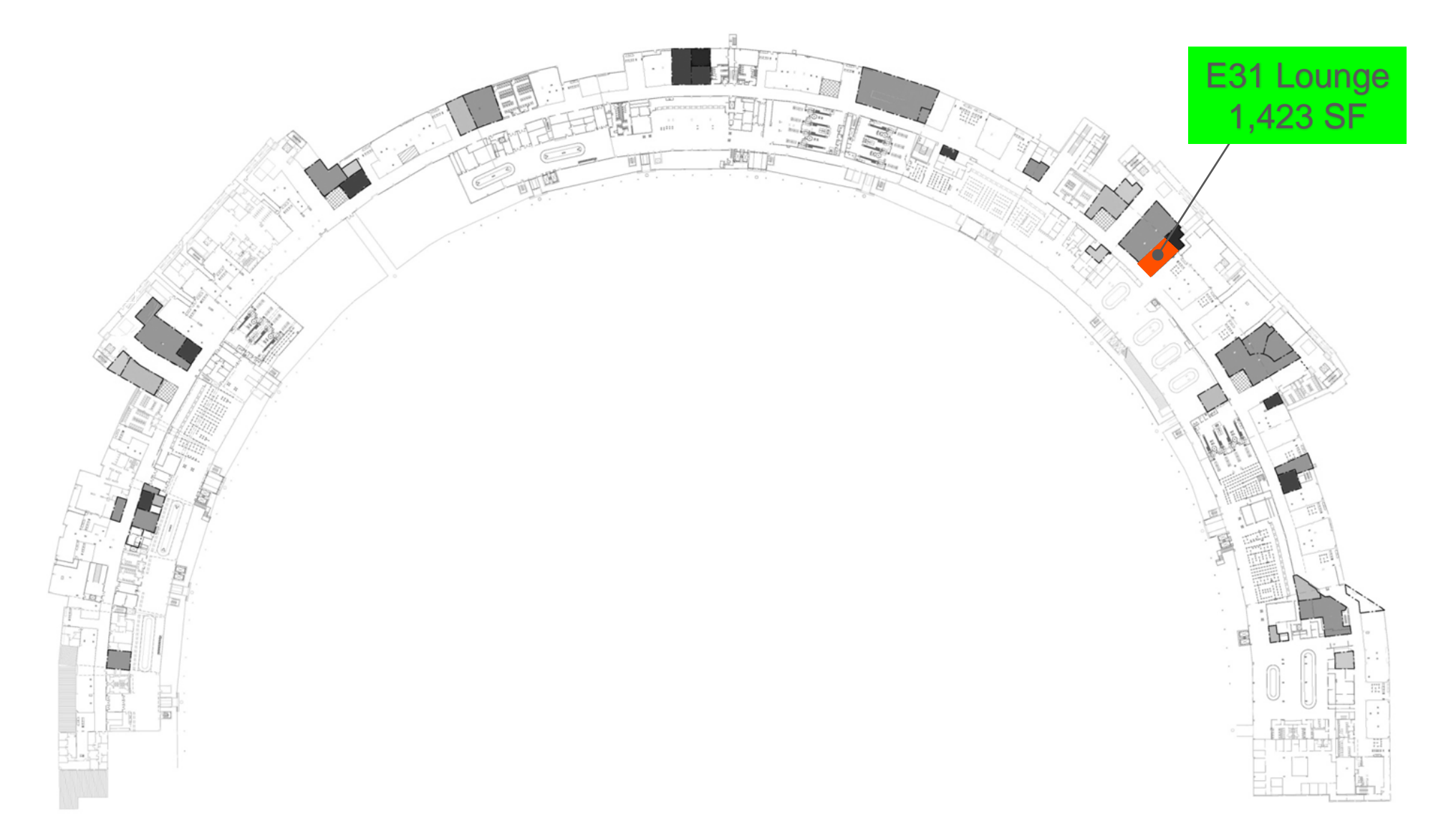
Terminal E Common Use Lounge

- The Terminal E lounge will offer passengers a quiet place to relax prior to boarding their flights.
- This lounge will offer services including complimentary snacks and beverages, bar service, wi-fi and work booths, reading materials and televisions, comfortable seating, and more.
- This lounge will cater primarily to domestic traffic and a variety of airline guests.
- Lounge membership guests and day pass guests are allowed.

Terminal E, Gate 31



Terminal E, Gate 31



Lessons Learned

Sonji Brown-Killyon, Senior Contract Administrator
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, envelops
- ✓ 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
Senior Contract Administrator
sbkillyon@dfwairport.com
972-973-5648



Closing Remarks

Cristen Mosley, Project Manager

DFW Airport Tours for Potential Lounge Operators

Wednesday, September 26th, 2018

9:00 am to 11:00 am

or

2:30 pm to 4:30 pm

This tour is for potential Lounge Operators who can design, construct, maintain, and operate 2 full-service passenger lounge locations.

Register on the DFW Concessions website or at www.tinyurl.com/dfwloungeturn

A follow up email will be sent to registrants shortly before the tours occur.

- Schedule
- Meeting place
- Details about getting through security

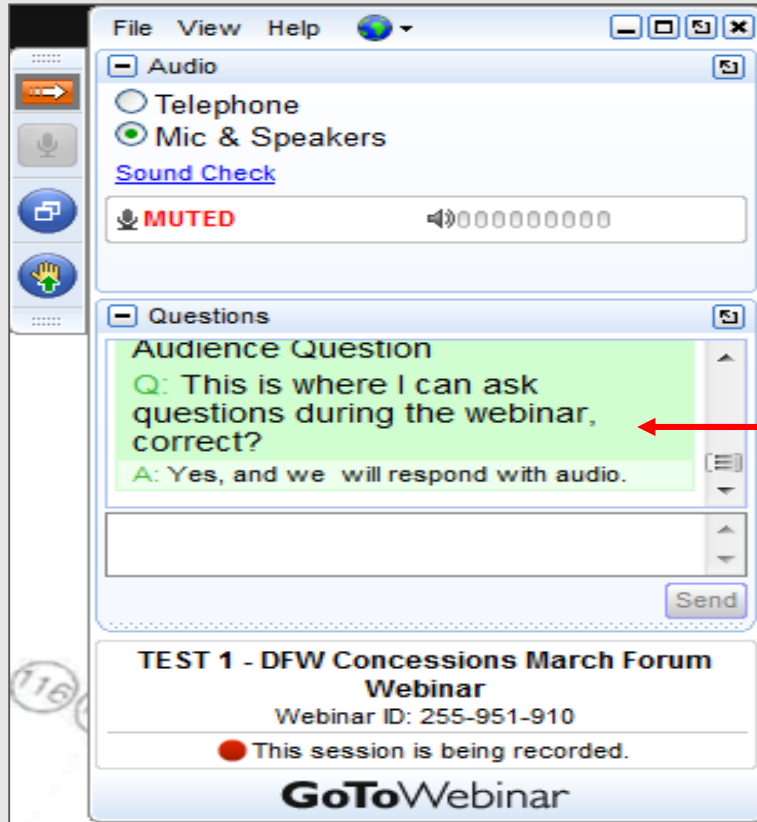
Dates to Remember

RFP Release	Wednesday, September 5, 2018
DFW Airport Tour	Wednesday, September 26, 2018 9:00 AM and 2:30 PM
Final Date for Questions and Clarifications	Tuesday, October 9, 2018 by 5:00 PM CDT
Proposal Due Date	Tuesday, October 23, 2018 by 2:00 PM CDT
To Airport Board	January to March 2019

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 under “Resources”

For any and all questions:

Ms. Sonji Brown-Killyon
Senior Contract Administrator
sbkillyon@dfwairport.com
972-973-5648

Current Solicitations

User Portal 

Concessions Home 

Common Use Lounge Package



Pre-Proposal Webinar

Monday, September 17th, 2018

12:30 pm to 1:30 pm CDT

Register: tinyurl.com/DFWCommonUseLounge

Tours of DFW Airport Lounge Spaces

Wednesday, September 26th, 2018

• 9:00 am to 11:00 am CDT

• 2:30 pm to 4:30 pm CDT

Register: tinyurl.com/dfwloungetour

Proposal Due Date

Tuesday, October 23rd, 2018

2:00 pm CDT

New Opportunity Package:

- 2 Lounge locations (Terminals D and E)

Common Use Lounge Package

This is a Request for Proposals for 1 Package of 2 Lounge locations in Terminals D and E at DFW International Airport.

	Proposal Documents	Attachment 1 Package Documents	Attachments and Exhibits	Resources	Addenda and Clarifications
Solicitation 090518: Common Use Lounge Package	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	FY17 EPAX by Terminal	

dfwairport.com/concessions

Dallas Fort Worth International Airport Concessions Pre-Proposal Webinar

September 17th, 2018

