

# Dallas Fort Worth International Airport Concessions Pre-Proposal Conference

10.17.2017



Welcome  
Zenola Campbell, Vice President  
Concessions



# Agenda

- Overview of DFW Airport & Concessions Program
- DFW Air Service Highlights
- ACDBE and M/WBE Programs
- Break
- How to do Business with DFW
- Package Review: RFP Requirements
- Tenant Design and Construction
- Procurement: Lessons Learned

**Presentation will be available online.**





# DFW Airport Overview

- DFW world rankings
  - 11<sup>th</sup> in passengers (65.6M in 2016)
  - 4<sup>th</sup> in aircraft movement (672,748 takeoffs and landings in 2016)
- 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
  - Terminal A was officially completed in January 2017.
  - Terminal E was officially completed in August 2017.
- 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 168 domestic and 57 international destinations, for a total of 225 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



Clean	Working	Friendly
<ul style="list-style-type: none"> <li>• Premises are neat, tidy and dirt-free</li> <li>• Custodial enhancements               <ul style="list-style-type: none"> <li>• Reallocate custodial staff during peak hours to high traffic areas to match planned flows</li> <li>• Testing 2 new custodial models for improved structure and scope</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Processes, products and facilities are all functional</li> <li>• Security Checkpoint experience               <ul style="list-style-type: none"> <li>• Collaboration between DFW, TSA and Airlines</li> <li>• “Optimization Team” deployed</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All staff are welcoming and happy to assist</li> <li>• Ensure a great customer experience and delivering Moments of wow</li> <li>• ACES – Airport Customer Experience Specialists 24/7 Operation – Customer Assistance               <ul style="list-style-type: none"> <li>• Daily “Playlist” execution</li> <li>• Total team effort with ACES, AOC, and contractors</li> </ul> </li> </ul>



# Key Results



# Concessions Program

One of the largest concessions programs in North America

- Over 200 shops and restaurants
- Generated over \$333M in FY16 Gross Receipts
- Completed 27 concession locations in FY17

Rental Car Center

- 4.8 million passengers in FY16
- Generated over \$279M in FY16 Gross Receipts



# Concessions Program Mission and Objectives

## Mission

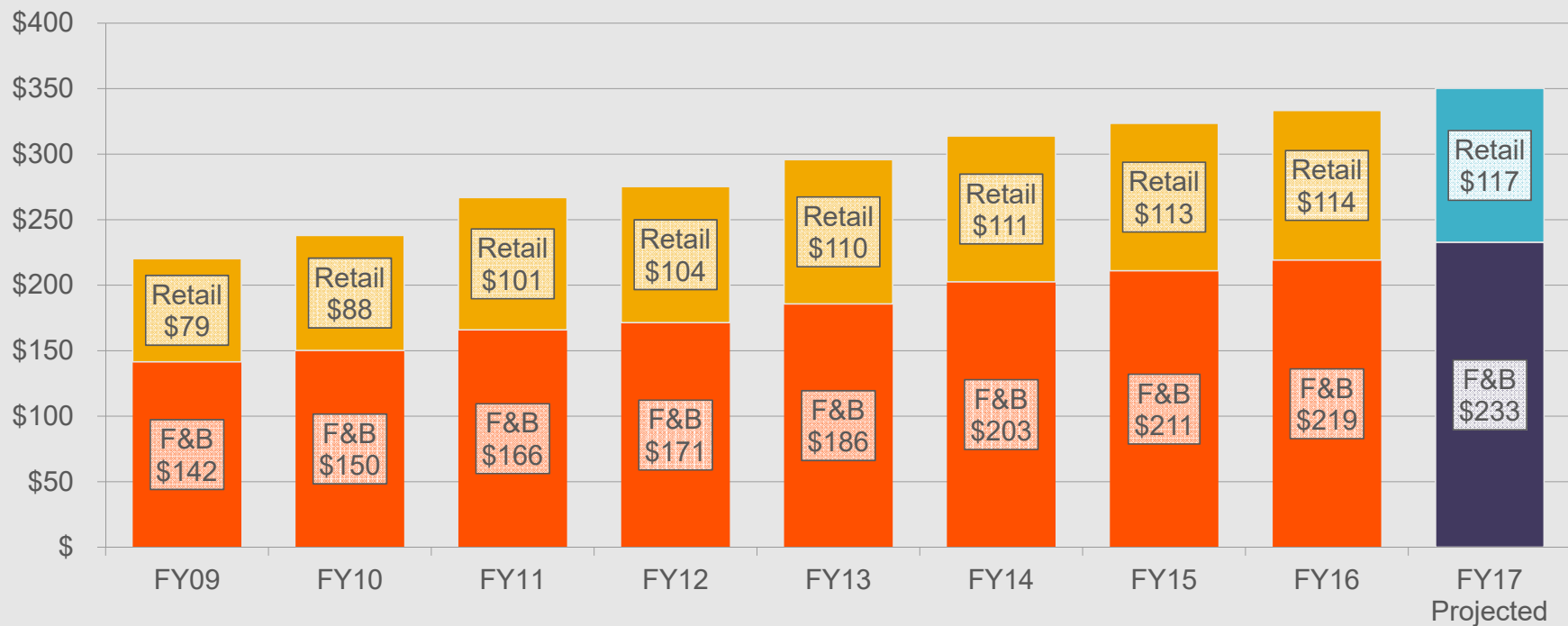
- To proactively exceed our customers' expectations with Best in Class shopping, dining and service experiences at the Airport while increasing revenue to the Board

## Objectives

- Increase spend through more relevant shopping and dining offerings
- Maximize revenue through new business trends in non enplanement based businesses
- Provide relevant passenger-related services.

# Concessions Performance

FY17 is projected to continue this trend, reaching \$350M in total sales.



# 2017 Industry Recognition

## Airports Council International:

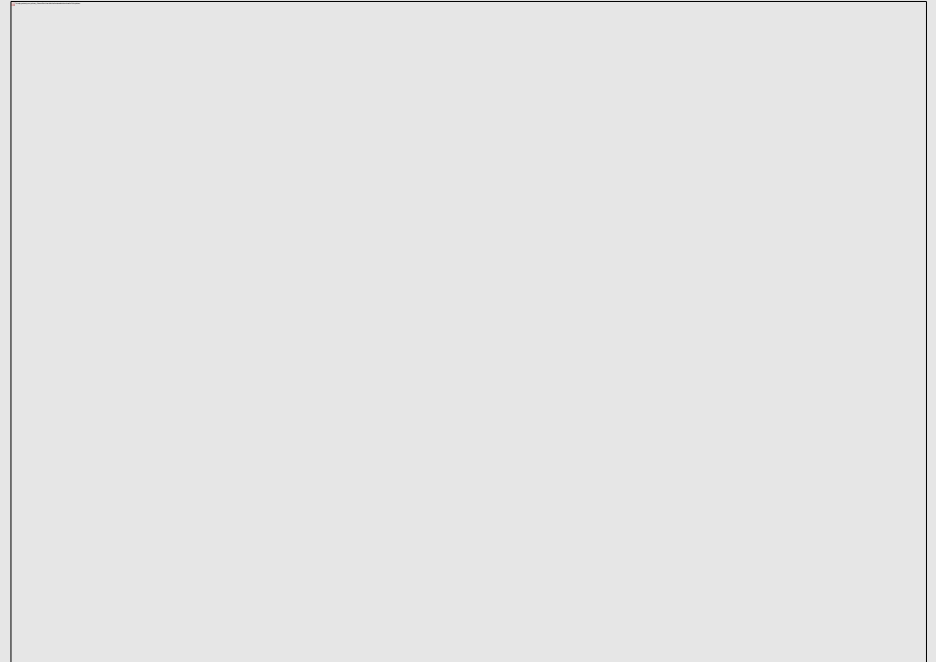
- 3<sup>rd</sup> Place - Best Consumer Experience
- 3<sup>rd</sup> Place - Best Food and Beverage Program

## Airport Revenue News:

- Best Customer Service

## Airport Food and Beverage Conference (FAB):

- Zenola Campbell for Outstanding Individual Contribution to Airport Food and Beverage



# Meeting Passenger Brand Expectations

Focus on a variety of local, regional, and national brands

DFW Airport is seeking:

- National and global branded concepts
  - Reflect broad appeal to national and international passengers
  - Provide source of comfort due to familiar concepts
  - Provide wider landscape from which to choose
- Local and regional branded concepts:
  - Meet travelers' expectations for a local experience
  - Support community-based businesses
  - Provide local economic development





# 27 Locations Opened in FY17



# Coming Soon







Air Service Highlights  
Newton DeSouza, Sr. Airline Retention Manager  
Airline Relations

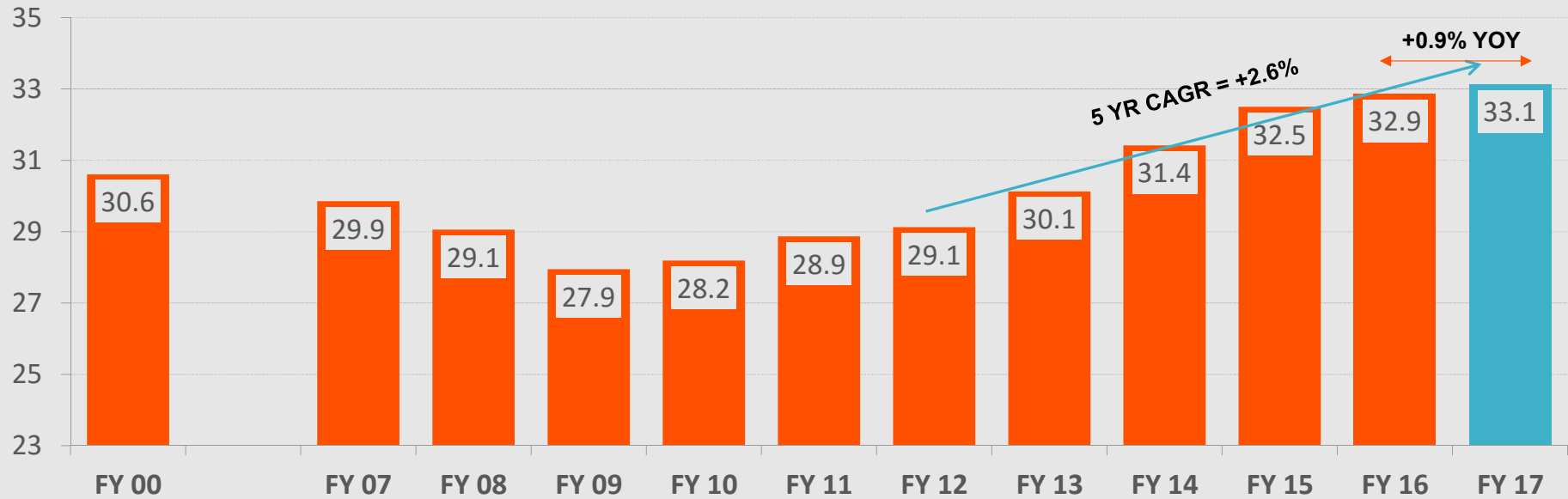
# DFW Air Service Highlights

## Global Strategy & Development



# DFW enplanements hit new record high in FY 2017

DFW Enplanements  
(in Millions)

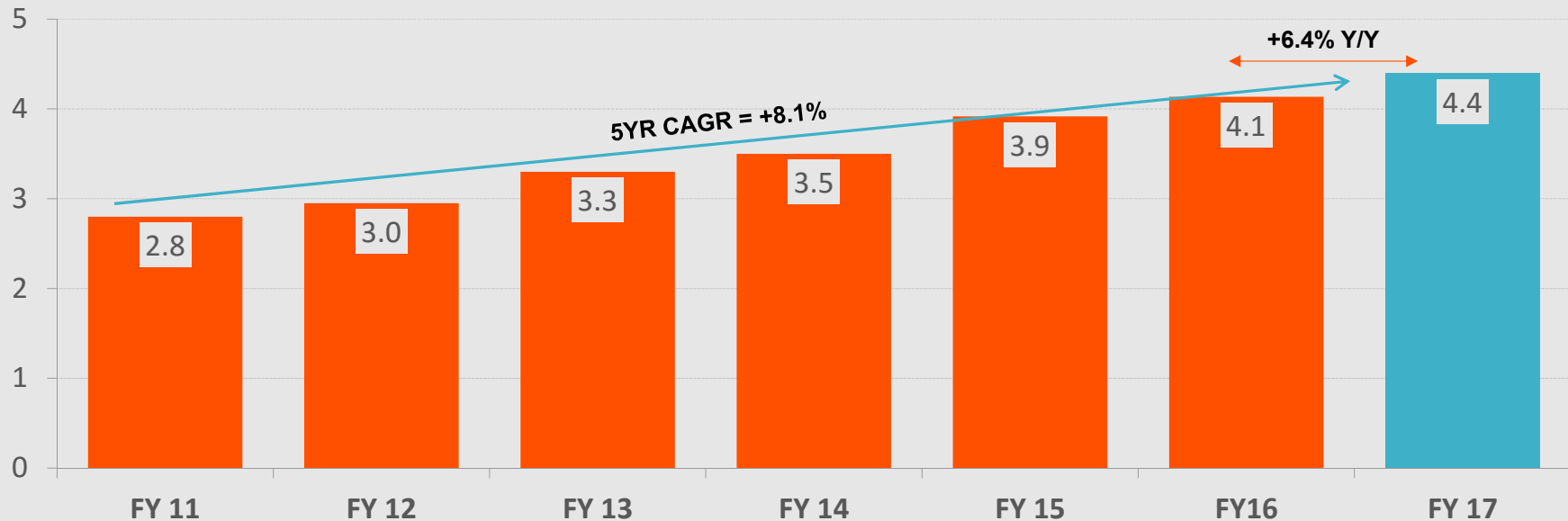


CAGR represents Compound Annual Growth Rate



# International enplanements grew tremendously in the last 5 years

**DFW International Enplanements**  
(in Millions)



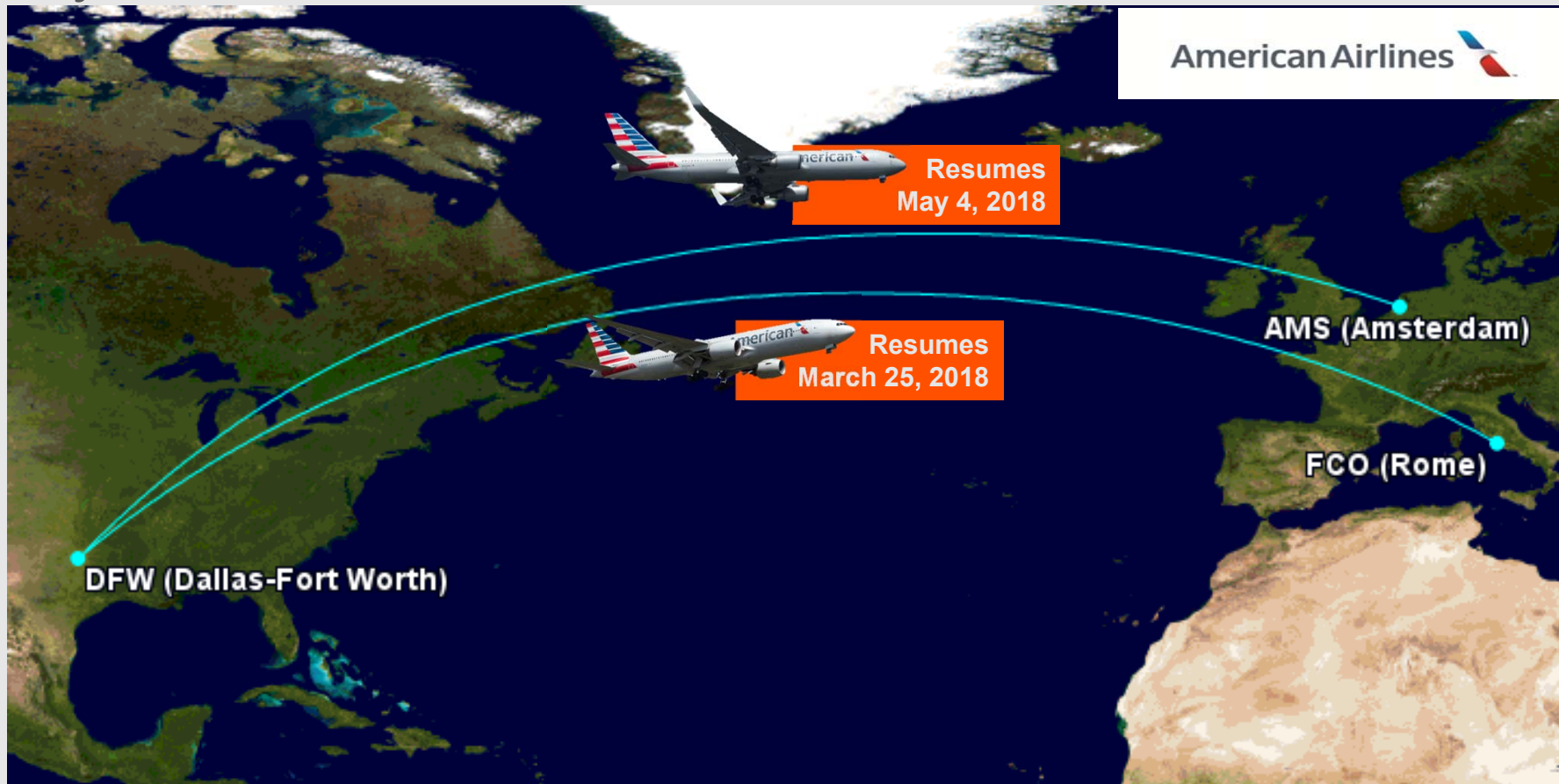
CAGR represents Compound Annual Growth Rate

# International Service Growth

# AA announced seasonal service to Rio de Janeiro, Brazil starting December 2017

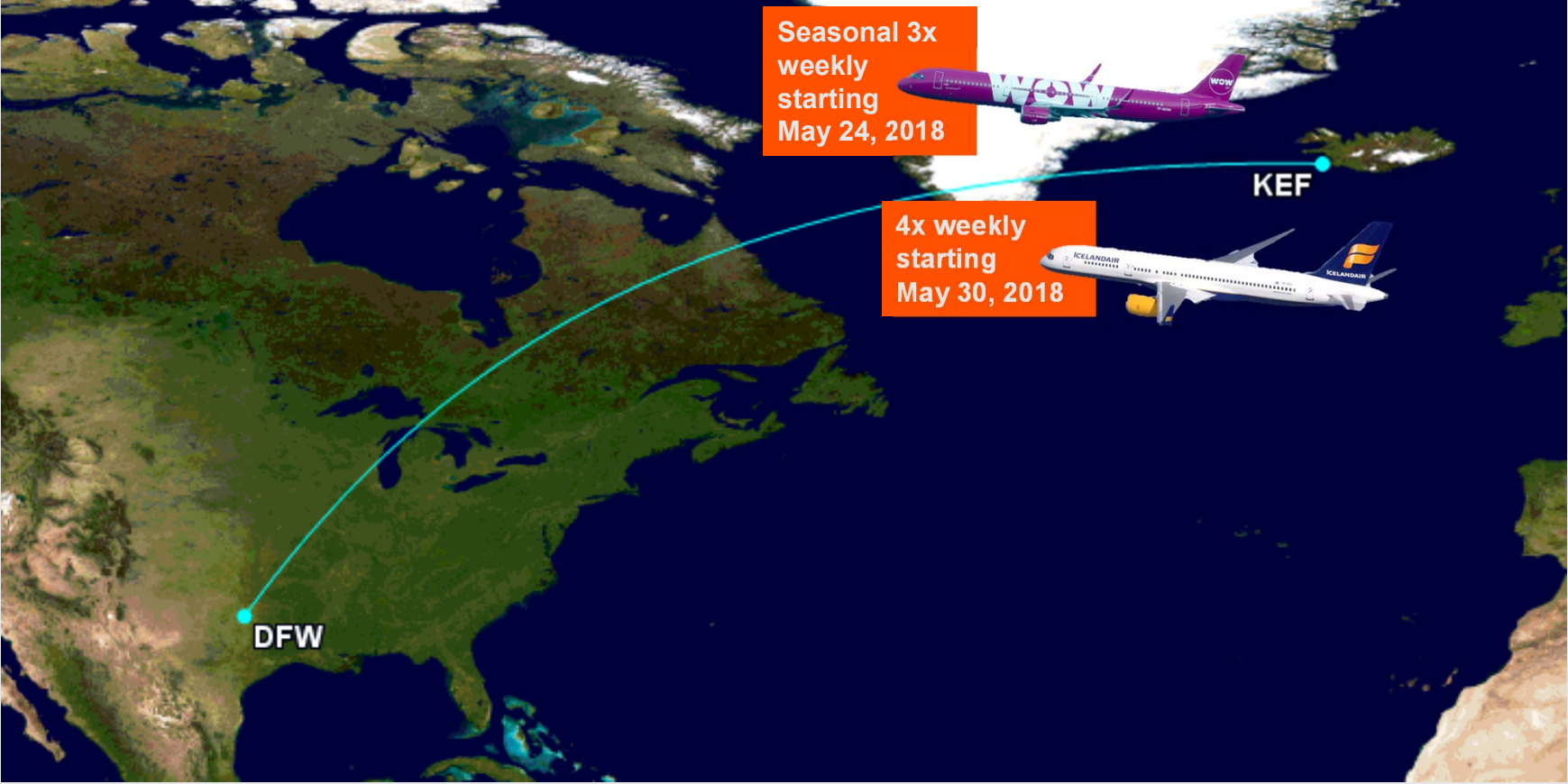


# AA to resume seasonal service to Amsterdam and Rome, May 2018



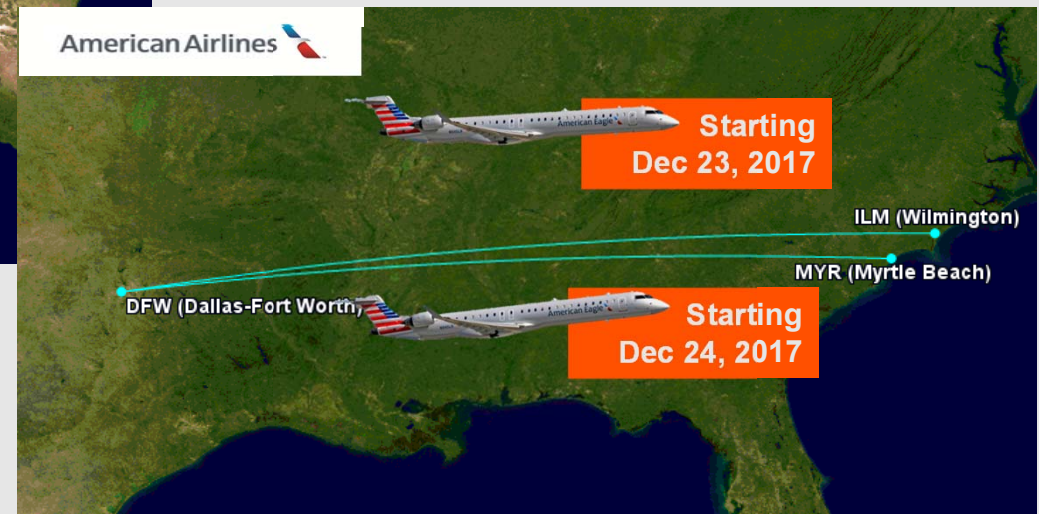
Source: Public announcements

# WOW Airlines and Icelandair will launch non-stop service from Iceland in May 2018



# New Domestic Service

# AA will launch 3 new domestic seasonal services this December



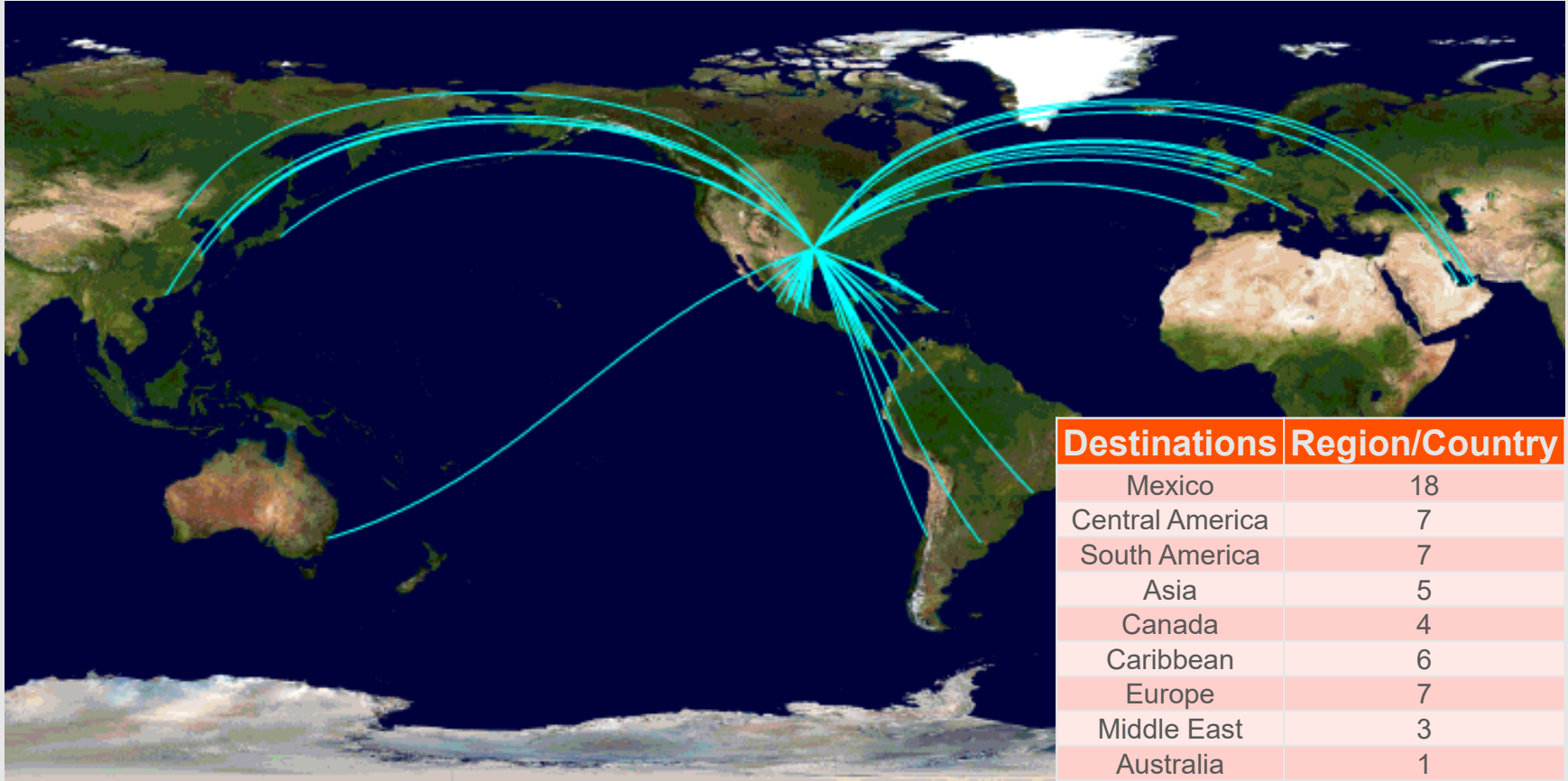
DFW

Source: Diio Mi schedules 12 months December. 2017



# DFW – A Global Super Hub

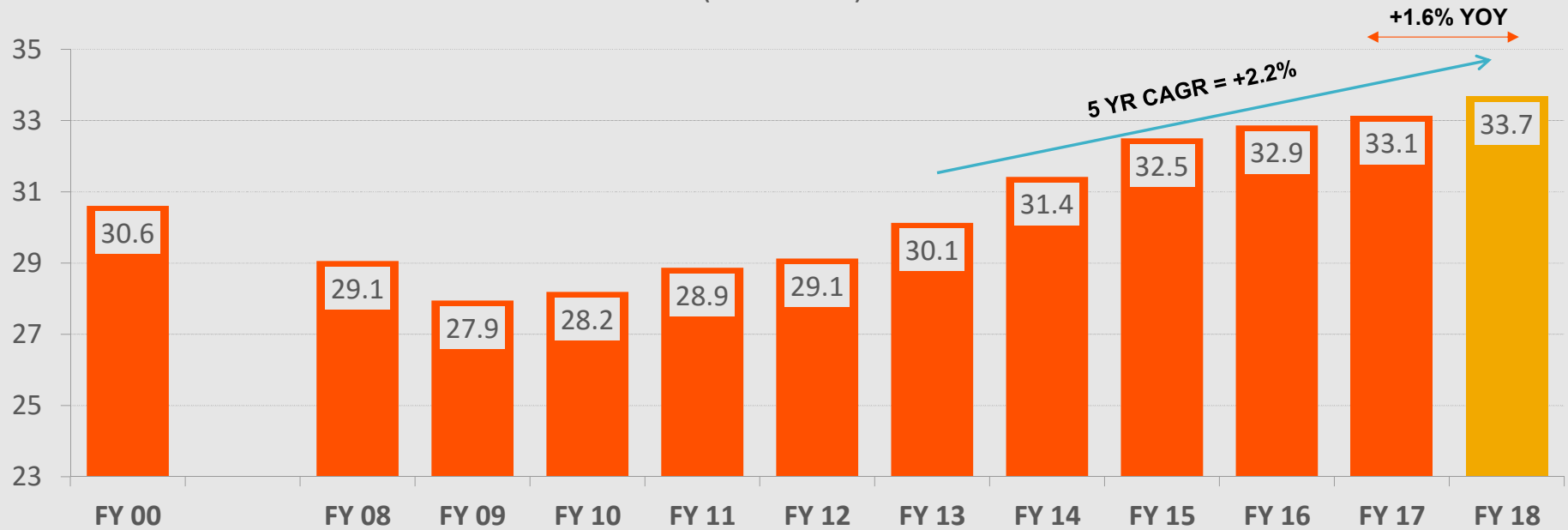
# DFW Airport is a Global Super Hub with non-stop service to 57 international destinations



# FY18 traffic projection preview

# 33.7 million enplanements are projected in FY18, +1.6%

**DFW Enplanements**  
(in Millions)



CAGR represents Compound Annual Growth Rate

Airport Concessions Disadvantaged Business  
Enterprise (ACDBE) Program  
Guy Toliver, Business Development Manager  
Business Diversity & Development

# Agenda

- Airport Concessions Disadvantaged Business Enterprise (ACDBE) Program
- Key ACDBE Program Points
- ACDBE Certification
- Forms
  - Commitment to ACDBE Participation Form
  - Sample Certificate
- Good Faith Effort (GFE) Plan
- Approved Certifying Entities
- Common Proposal Submission Errors
- Identifying Prospective ACDBE Partners
- Q&A



# Airport Concessions Enterprise Disadvantaged (ACDBE) Program Overview

- ACDBE Program required by Federal Regulation
- Objective: Ensure full and fair access to concession opportunities for all business and in particular for ACDBE business
- Valuable consideration in the awarding of a Concession Agreement
- ACDBE requirement is pass/fail and must be met for a proposal to be reviewed and considered by the selection committee
  - Responsive – Proposal compliant with requirements; further consideration by Selection Committee
  - Non-Responsive – Proposal fails to meet the requirements; no further consideration by the Selection Committee

# Airport Concessions Disadvantaged Enterprise (ACDBE) Program

- The ACDBE goal is a percentage of total revenue or purchases for goods and services for this solicitation.
- Option for typically meeting an ACDBE goal:
  - 100% ACDBE owner-equity participation
  - Percentage Owner-Equity Participation by way of a sublease, management, operating, franchise or joint venture agreement or partnerships
  - Percentage of total purchases for all good and services awarded to ACDBE certified firms
  - Other legal arrangement

Proposed Annual ACDBE goal is 33%

## ACDBE Program

- Concessions
- Hotels Services
- Car Rentals
- Other Goods and Services



DFW

DFW

# ACDBE Program Points

## **Certification**

ACDBE certificates are due at time of proposal submission

## **Pass/Fail**

Proposals failing to meet the requirements receive no further consideration by the Selection Committee

## **Good Faith Efforts**

Stringent documentation requirements due at time of bid/proposal submission

## **Contract-Specific Goals**

a percentage of contract value; Prime self-performance counts towards goal

# ACDBE Certifications

Not required to do business with DFW.

HOWEVER, if claiming ACDBE credit, must be certified by an approved certification agency at the time of proposal submission in order to be credited.

State of Texas Hub certificates are not acceptable

DFW will accept an ACDBE certificate from an out-of-state U.S. DOT-approved UCP during the interim of the Proposer applying with NCTRCA-assigned Affidavit Number as proof of pending certification with the proposal submission.

Commodity codes noted on certificate must be relevant to the proposed services.


Effective 1/1/2016, a DBE certificate will no longer be counted towards an M/WBE goal. Ensure you possess the correct and required certificate for each solicitation.

**Certification certificates must be included with proposal submission**



# Commitment to ACDBE Participation Form

Identify commitment to meeting and/or exceeding the ACDBE Goal



**DFW**

**Airport Concessions Disadvantage Business Enterprise (ACDBE)  
COMMITMENT FORM**  
*(This form is required as part of your proposal submission.)*

The ACDBE goal for this concession package is \_\_\_\_%

**NOTE:** *The BDDD will only credit ACDBE participation that is certified by an approved certification entity at the time of proposal submission.*

The undersigned concessionaire/vendor has satisfied the requirements of the proposal specifications in the following manner (Please check (✓) only one box):

- 100% Self-Performance: The proposer, a certified ACDBE firm and sole concessionaire, is committed to meeting or exceeding the ACDBE goal through 100% self-performance. *(If checked, must submit required ACDBE certificate).*
- Percentage Participation: The proposer is committed to meeting or exceeding the ACDBE goal, with a minimum of \_\_\_\_% ACDBE participation on this concessions package. *(If checked, must submit required Exhibits F-2, F-4, Draft Partnership Agreement and ACDBE certificate(s)).*
- The proposer is unable to meet the ACDBE goal and is committed to a minimum of \_\_\_\_% ACDBE participation on this concessions package and submits documentation demonstrating good faith efforts. *(If checked, must submit required Exhibits F-2, F-3, F-4, Draft Partnership Agreement and ACDBE certificate(s)).*
- The proposer is unable to meet the ACDBE goal and submits documentation demonstrating good faith efforts. *(If checked, must submit required Exhibit F-3).*

Name of Proposing Entity: \_\_\_\_\_

Name of Authorized Representative or Designee: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

6/7/2016

# Sample Certificate

Does certification match Program goal?

Do the commodity codes cover your proposed scope of work?





# Good Faith Effort (GFE) Plan

- Proposers that are non-certified firms must meet the applicable goals or demonstrate good faith efforts to achieve the goals.
- GFE required *only* if the D/S/M/WBE goal is not achieved or partially achieved.



## **A GFE Plan is not a checklist!**

- Proposers are required to meet ALL factors outlined **and provide support documentation.**
- Factors should not be considered as a template, checklist or some quantitative formula.
- Submitting the form without support documentation, as a GFE, will automatically deem the Proposer non-responsive.
- DFW will evaluate the GFE on quality, quantity, and intensity of the different kinds of efforts that the bidder/proposer has made.
- Mere pro forma efforts are not good faith efforts



# Approved Certifying Entities

Approved Certifying Entities	
	North Central Texas Regional Certification Agency 624 Six Flags Drive, Suite 100 Arlington, TX 76011 (817) 640-0606 or <a href="http://www.nctrca.org">www.nctrca.org</a> (Processing timeframe: 60 – 90 days from date application is deemed complete)
	U.S. Department of Transportation – approved Unified Certification Program (UCP) 125 E. 11 <sup>th</sup> Street Austin, TX 78701 (800) 558-9368 or <a href="http://www.txdot.gov">www.txdot.gov</a> (Processing timeframe: 30-45 days)

# Common Proposal Submission Errors

- Failure to respond to all RFP Evaluation Criteria questions.
- Failure to sign all required documents.
- Failure to submit required ACDBE certificates for all identified ACDBE firms.
- Failure to submit correct ACDBE certificates; instead submitted a HUB, WBE or MBE certificate.
- Using the Good Faith Effort plan as a checklist and not submitting support documentation

**PROOFREAD** your proposal and ensure all required forms are complete. Not submitting the required forms will deem your proposal non-responsive and not move forward in the evaluation process!



# Identifying Prospective ACDBE Partners

- Pre-Proposal Meeting
- Pre-Proposal Meeting Sign-In Sheet
- DFW D/S/M/WBE Online Directory:  
[www.dfw.diversitysoftware.com](http://www.dfw.diversitysoftware.com)
- Minority Chambers
- Advocacy Organizations
- Certifications Agencies
- Federal Aviation Administration DBE/ACDBE  
Directory (dbE-Connect)  
<https://faa/dbesystem.com/FrontEnd/VendorSearchPublic.asp?TN=faa&XID=4059>



# Contact Us

Business Diversity and Development Department  
[BusinessDiversityandDev@dfwairport.com](mailto:BusinessDiversityandDev@dfwairport.com)  
972-973-5500

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Airport Concessions – Point of Contact  
972-973-5509  
[gtoliver@dfwairport.com](mailto:gtoliver@dfwairport.com)

Bennie Miller, Business Specialist  
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Adriana Hinojosa, Diversity Specialist  
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Cheryll Jeter, Business Specialist  
Design Code and Construction, TRIP – Point of  
Contact  
972-973-5502  
[cjeter@dfwairport.com](mailto:cjeter@dfwairport.com)

DFW Policies and  
Procedures Supersede  
Everything I have said  
Verbally.

Thank You.



Break



# Doing Business with DFW Airport

## Pam Housley, Manager Concessions

# Doing Business with DFW

## Opportunities

- Become a supplier to concessionaires
- Offer design and construction services to concessionaires
- Become a concessionaire – own a location

# Doing Business with DFW

Become a Concessionaire – Own a Location

## 5 Basic Steps

Step 1 – Be informed of opportunities

- Register on DFW Airport Concessions
- Attend Community, Industry and DFW Airport Events

Step 2 – Understand DFW's ACDBE/D/W/MBE participation requirements

Step 3 – Understand differences - operational, construction, and costs

Step 4 – Understand DFW Proposal requirements

Step 5 – Submit a proposal!

# Doing Business with DFW

## Step 1 – Be Informed of Opportunities

- Register on DFW Airport Concessions website
  - Automatic updates to public events and RFPs
- Attend Community, Industry and DFW Airport Events
  - Events and meetings hosted by DFW Airport
  - Airport Revenue News (ARN) Conference
  - Airport Council International (ACI) Concessions Conference



# Doing Business with DFW

## Step 2 – Understand DFW’s ACDBE/DMWBE Participation Requirements

- [www.dfwairport.com/bdd](http://www.dfwairport.com/bdd)



# Doing Business with DFW

## Step 3 – Understand the Differences – Operational, Construction, and Cost

### Governing Documents:

- Lease
- Concessions Handbook
- Tenant Design Manuals
  - Terminal D
  - A-B-C-E TRIP Related Projects
- Schedule of Charges





# Doing Business with DFW

Step 3 – Understand the Differences – Operational, Construction, and Cost

## Tenant Design Manuals

- Familiarize tenants with Airport construction
- Provides guidelines for the design and construction of spaces
- Provides a step-by-step system for preparing and submitting design compliant plans for approval

## TENANT DESIGN MANUAL

Terminals A, B, C, E

August 23, 2012



# Doing Business with DFW

## Step 3 - Costs and Risks of Operating in an Airport



### **Traditional Operating Costs**

- Build-out costs
- Rent
- Employee costs
- Insurance

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### **Items Unique to an Airport**

- Build-out costs 20% - 40% higher
- TSA security requirements
- Product distribution
- O&M costs
- Off-hours operations
- Banking
- Airline gate utilization
- Annual surety bonds/deposits

# 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

# Benefits of Doing Business at DFW

Over 64 million passengers annually

Captive audience

- Concept placement and mix to meet customer needs
- Concept mix designed to maximize revenue

Brand awareness

Domestic and International exposure



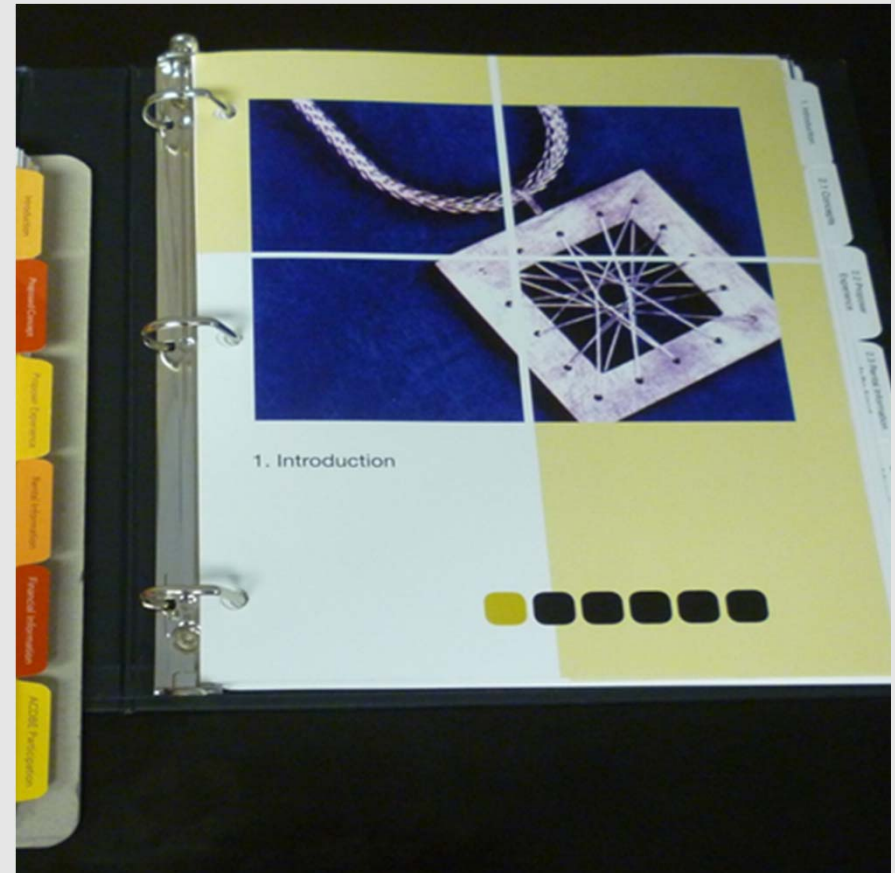


# Doing Business with DFW

## Step 4 - Understand DFW Proposal requirements

Minimum Qualifications include:

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



# Doing Business with DFW

## Step 5 – Submit Proposal

All information for the RFP will be posted on our Website: [www.dfwairport.com/concessions](http://www.dfwairport.com/concessions)

Home Get Started Solicitations/RFPs Resources About Announcements

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 Opportunities: Solicitation 09292017**

Learn More

Terminals C&D Update  
Kevin Lemmons, Assistant Vice President  
Concessions

# Terminal A Update – Open Now and Coming Soon



The Coca Cola Bubble, A13 and E14



Coming Soon

Fort Worth Stock Yards, A14



# Terminal C Update – Coming Soon



Pizza Hut, C24



Dickey's Barbecue, C6



Chili's, C33



Maggiano's, C16

# Terminal C Update – Coming Soon



Shake Shack, C4



Spa Here, C14



Emmitt Smith Sports, C27



M.A.C., C14



# Terminal D Update – Now Open and Coming Soon

Coming Soon



Be Relax, D21

Coming Soon



Flying Saucer and Flying Square, D20

Coming Soon



The Club at DFW, D25 Upper Level



Code 3 Urgent Care, D25 Upper Level



# RFP Packages

# 11 Packages, 16 Locations

## **F&B-1:**

- Sweet Snack – A15
- Sweet Snack – C14

## **F&B-4:**

- Texas Cuisine – D25

## **RTL-6:**

- Books/Travel Essentials and Café – D25

## **RTL-9:**

- Travel Essentials – C19
- Travel Essentials with Coffee – D22 LS

## **F&B-2:**

- Salty Snack – C22
- Salty Snack – D12

## **F&B-5:**

- Entertainment Bar – D33

## **RTL-7:**

- Convenience Retail – C11

## **RTL-10:**

- Travel Essentials with Coffee – C7

## **F&B-3:**

- Gelato/Frozen Treat – C22
- Gelato/Frozen Treat – D12

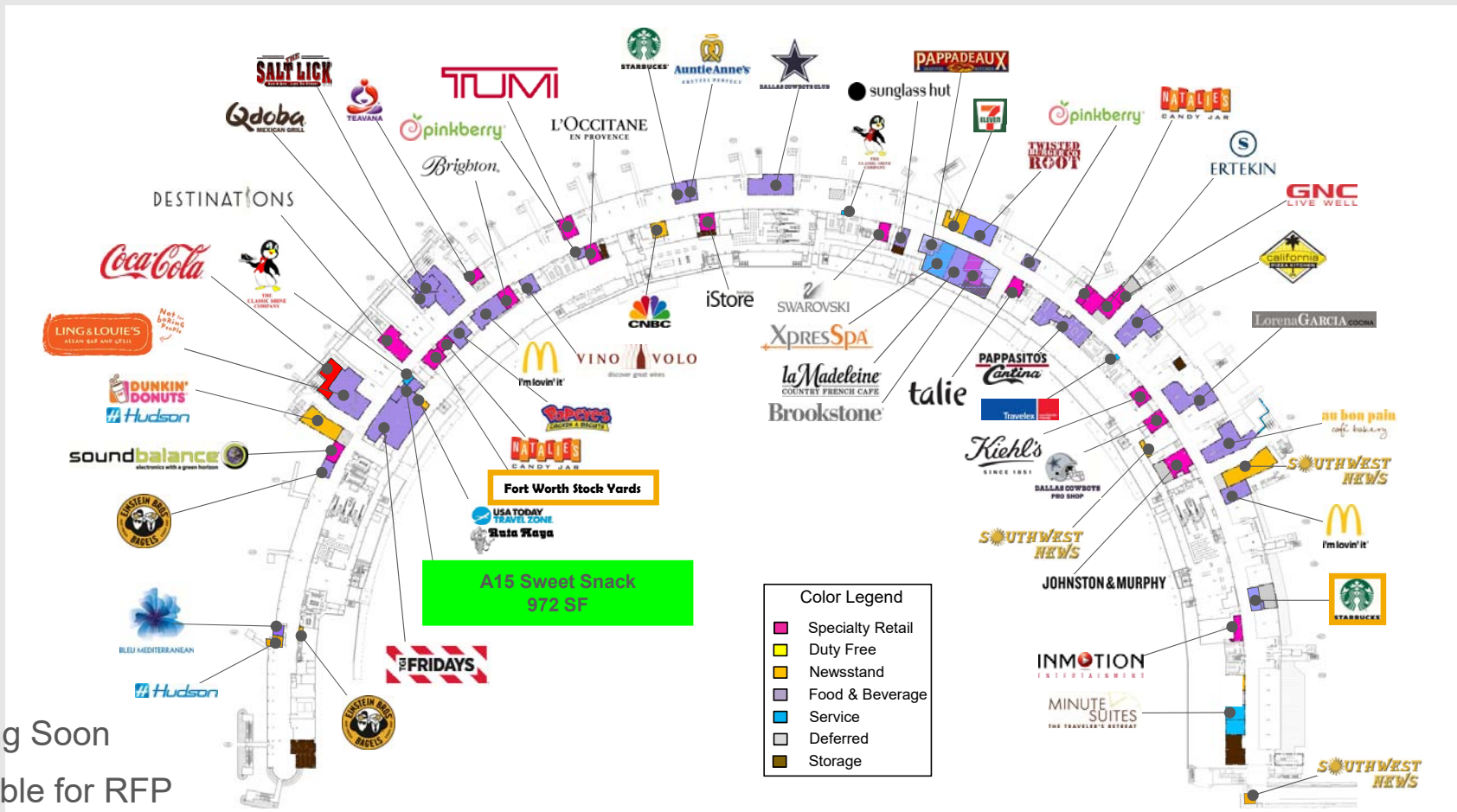
## **RTL-8:**

- Electronics – C30
- Electronics – C11

## **RTL – 11:**

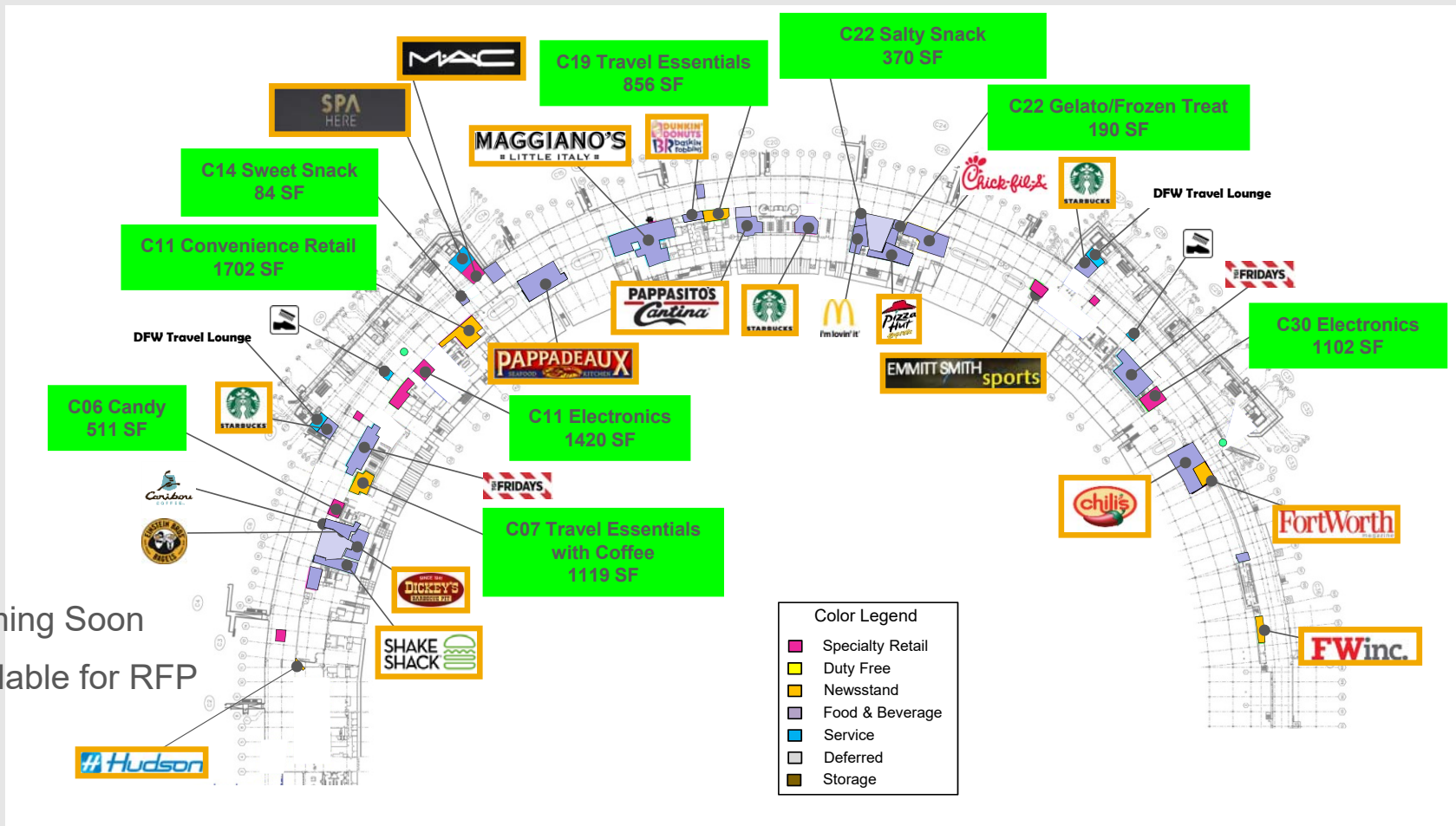
- Candy – C6

# Terminal A – 1 Location



Coming Soon  
Available for RFP

# Terminal C – 9 Locations

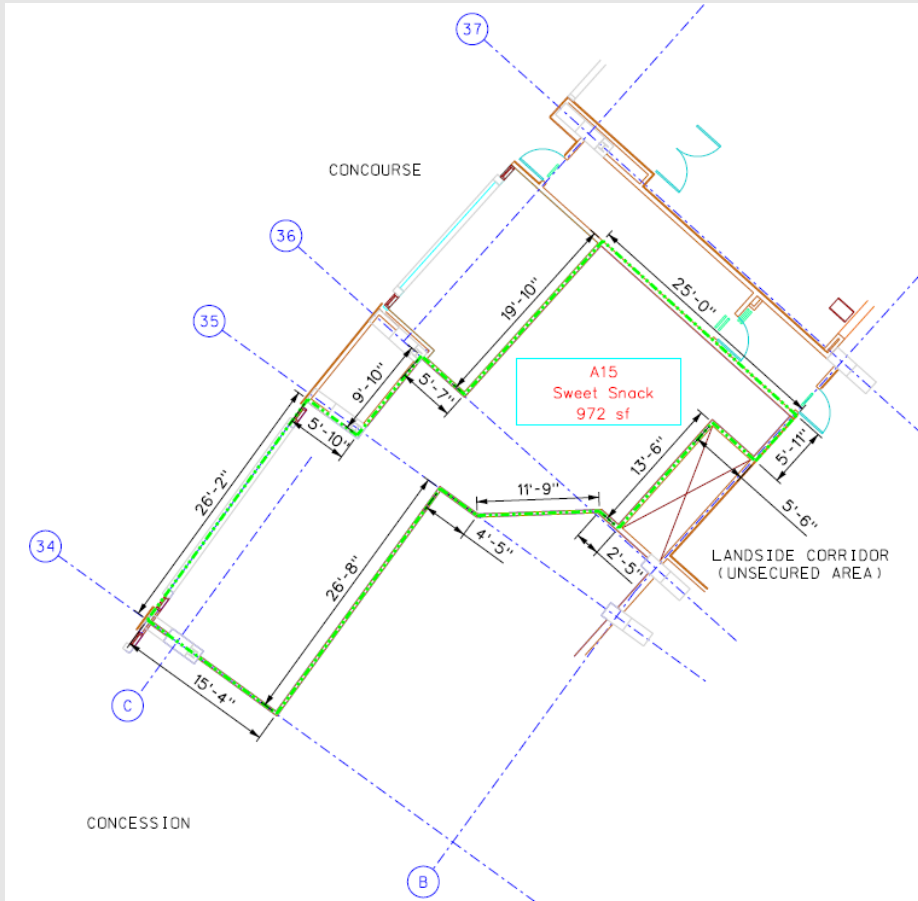


# Terminal D – 6 Locations



# F&B-1: A15 Sweet Snack

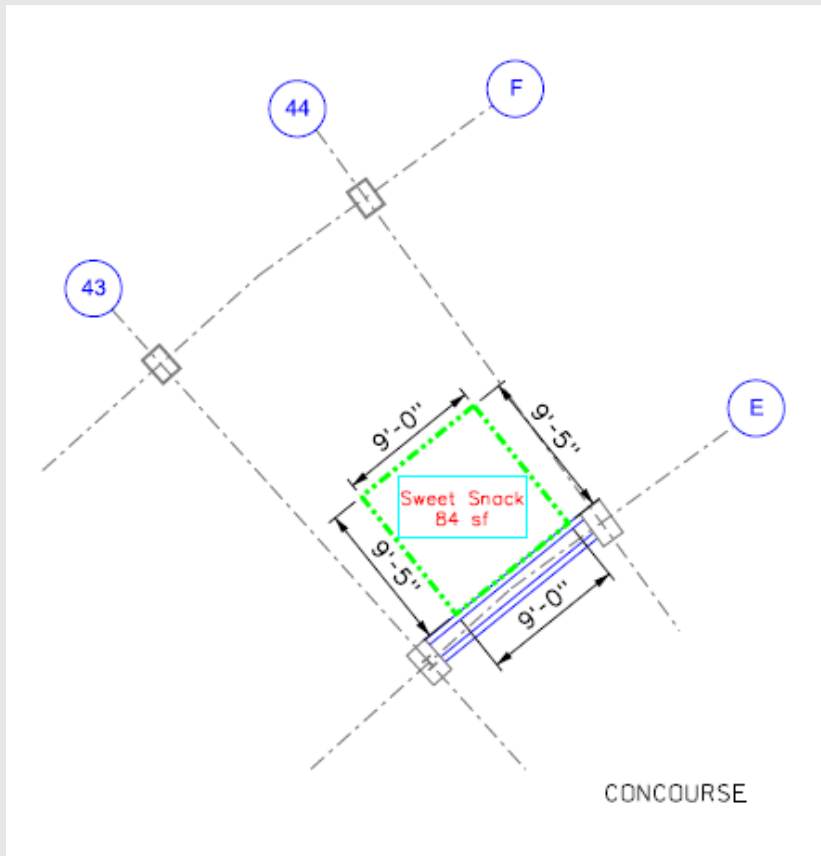
972 square feet



This concept must be an established local and/or national brand. The location will feature an assortment of freshly-prepared sweet snacks that are cooked on the premises. The dominant product line may be cookies, pastries, cupcakes, or other freshly prepared baked goods. Frozen treats will not be permitted.



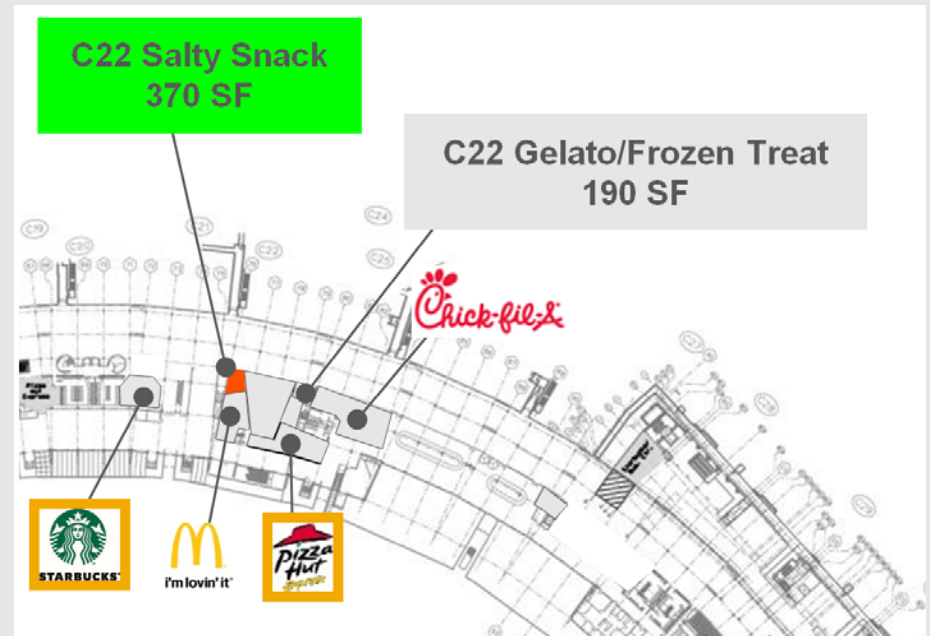
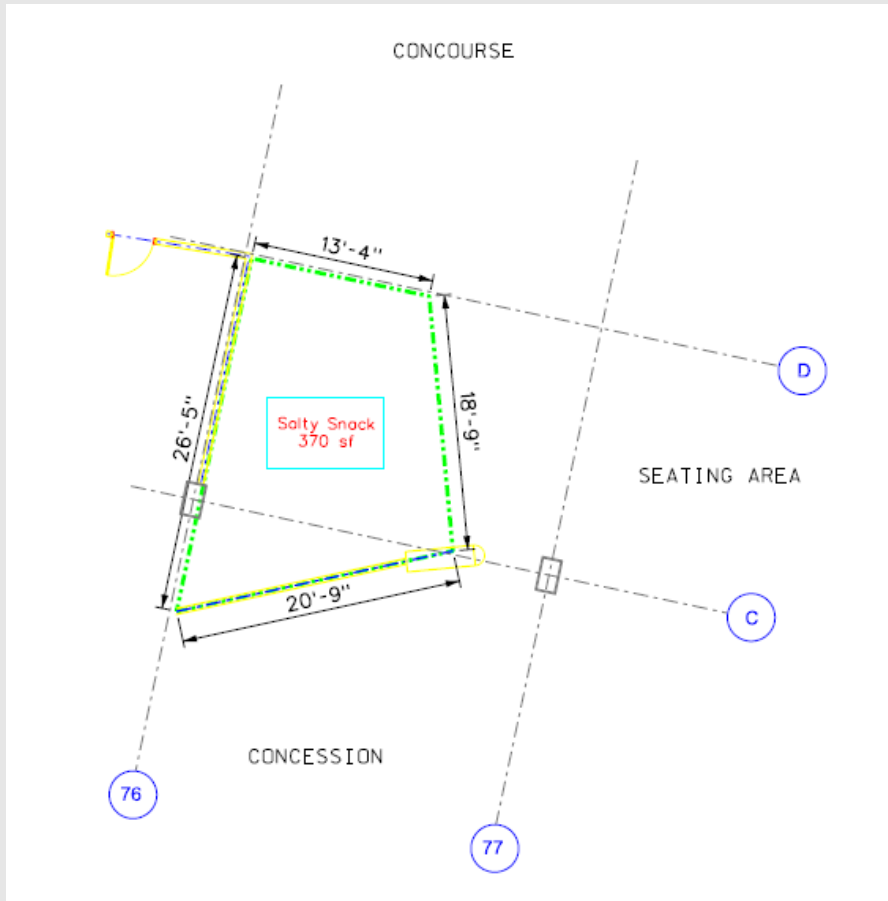
# F&B-1: C14 Sweet Snack 84 square feet



This concept should be an established local and/or national brand. This location is a satellite location, no cooking on premises. The location will feature an assortment of freshly-prepared sweet snacks that are cooked on the premises. The dominant product line may be cookies, pastries, cupcakes, or other freshly prepared baked goods. Frozen treats will not be permitted.



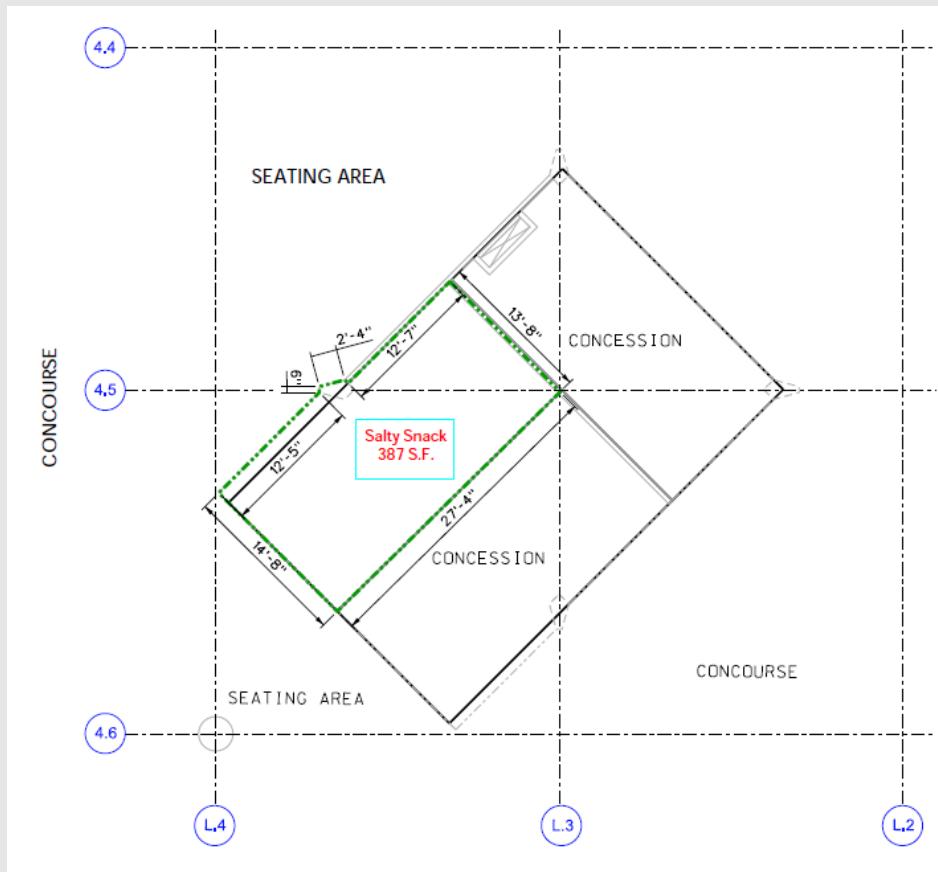
# F&B-2: C22 Salty Snack 370 square feet



This concept must be an established local and/or national brand. The location will feature an assortment of freshly-prepared salty snacks that are cooked on the premises. The dominant product line may be pretzels, popcorn, or other freshly prepared goods.

# F&B-2: D12 Salty Snack

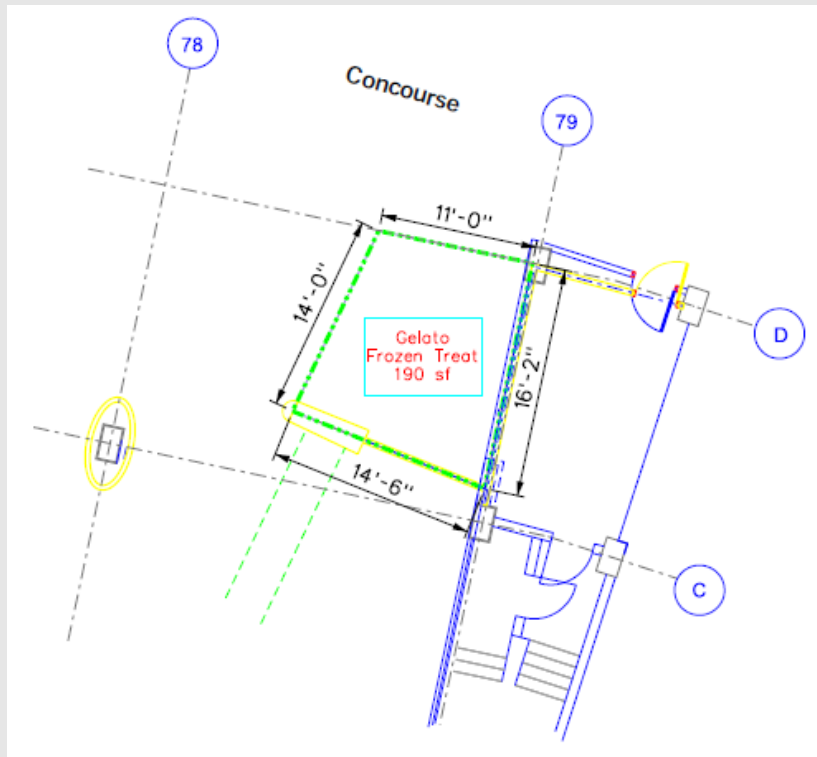
387 square feet



This concept must be an established local and/or national brand. The location will feature an assortment of freshly-prepared salty snacks that are cooked on the premises. The dominant product line may be pretzels, popcorn, or other freshly prepared goods.

# F&B-3: C22 Gelato/Frozen Treat

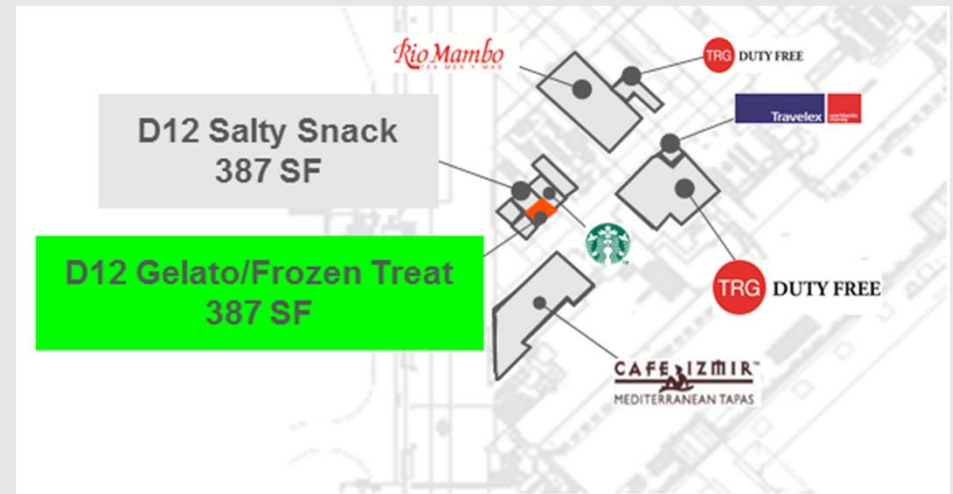
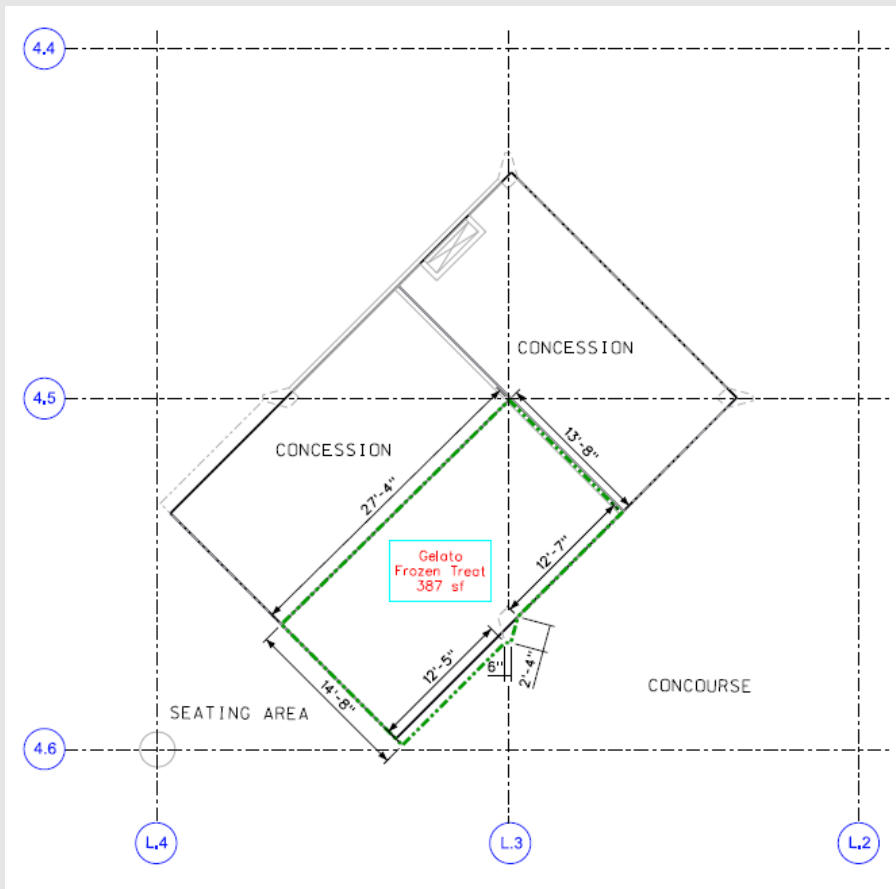
190 square feet



This location will feature frozen treats. If featuring yogurt, ice cream or gelato the concept(s) must offer a minimum of eight (8) flavor selections at all times. Either concept must have current locations in operation.

# F&B-3: D12 Gelato/Frozen Treat

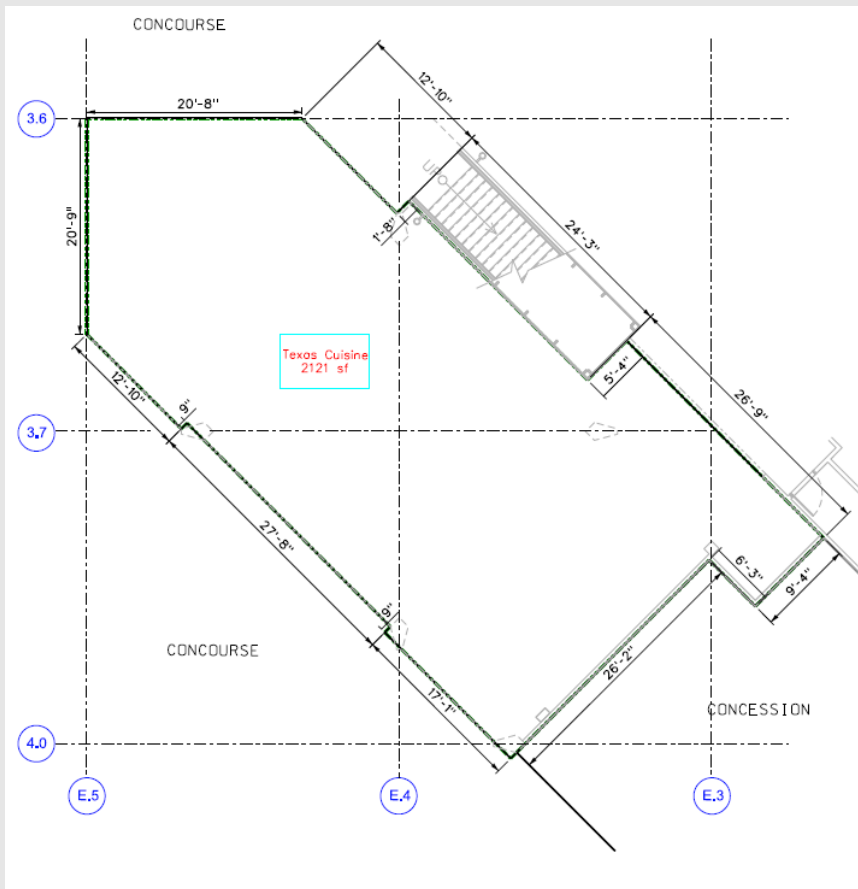
387 square feet



This location will feature gelato or frozen treats. If featuring yogurt or ice cream or gelato the concept(s) must offer a minimum of eight (8) flavor selections at all times. Either concept must have current locations in operation.

# F&B-4: D25 Texas Cuisine

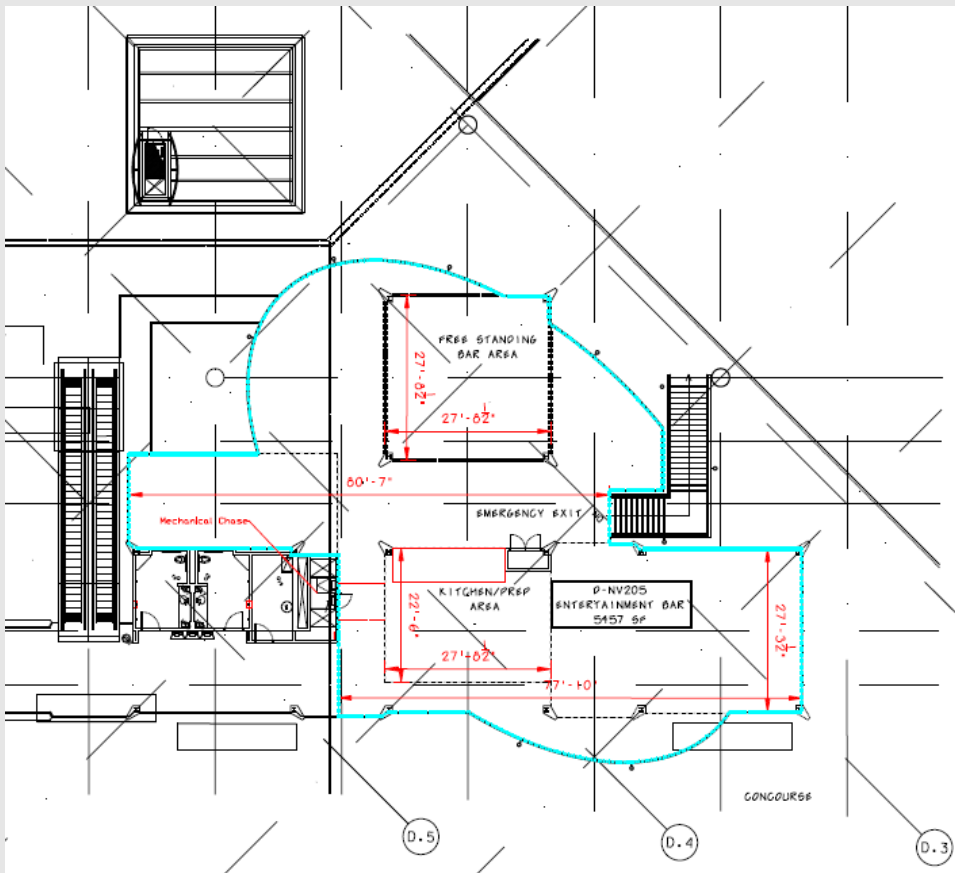
2121 square feet



Home-style Texas cuisine combines traditional American tastes and cooking techniques with influences from the Southern United States. This could include, but not limited to, hamburgers, chicken fried steak, pan-fried chicken, seafood, vegetables, and potatoes. Tex-Mex and barbecue should be no more than 25% of the menu. The location must have full alcoholic beverage service including beer, wine and liquor.

# F&B-5: D33 UL Entertainment Bar

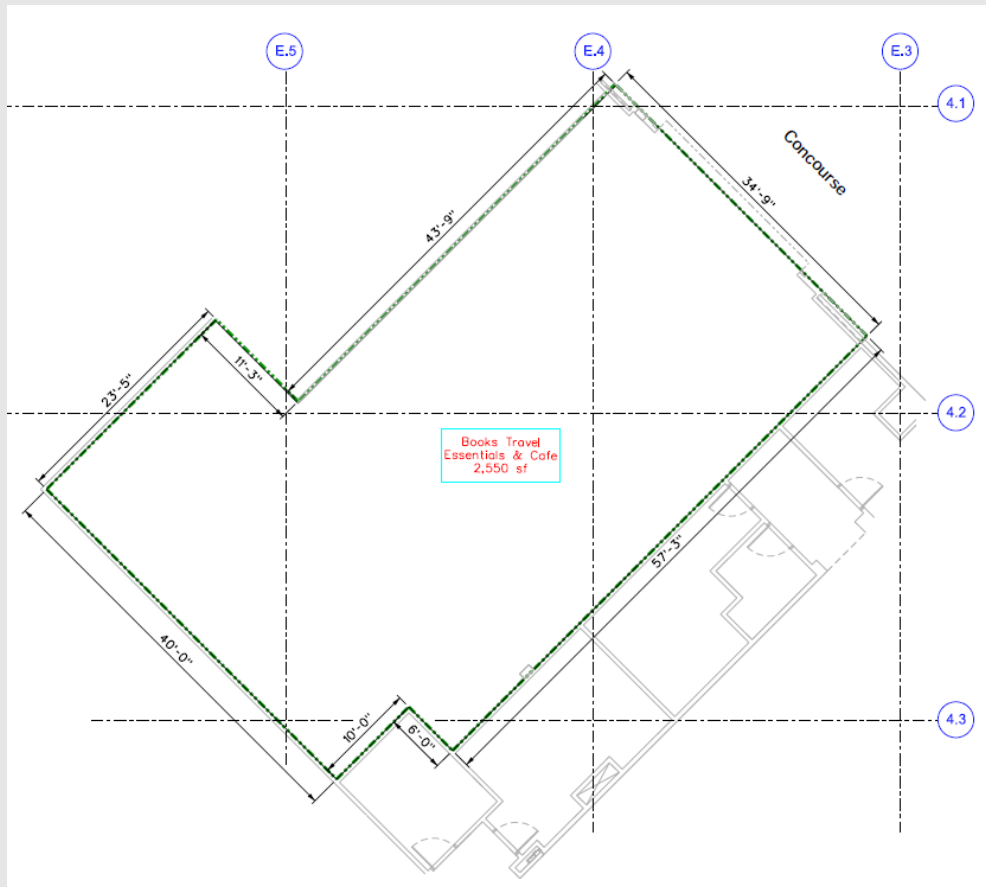
5457 square feet



This concept is intended to be a full bar featuring specialty cocktails, high-quality appetizers, distinctive entrees, and a unique entertainment experience. This location must feature enclosed experiential opportunities such as live music, a piano bar, digital sports-based gaming experiences, or other similar interactive elements.

# RTL-6: D25 Books/Travel Essentials & Café

2550 square feet

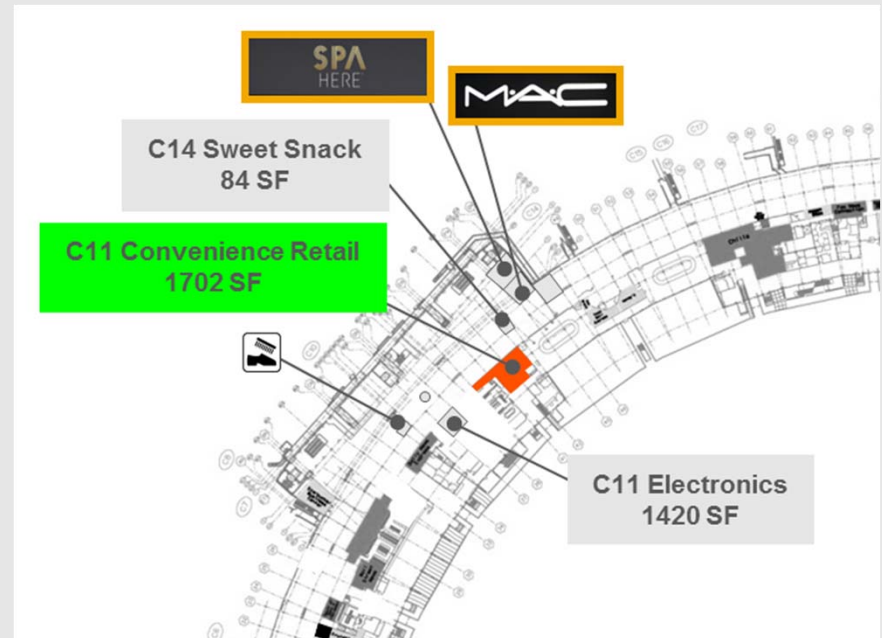
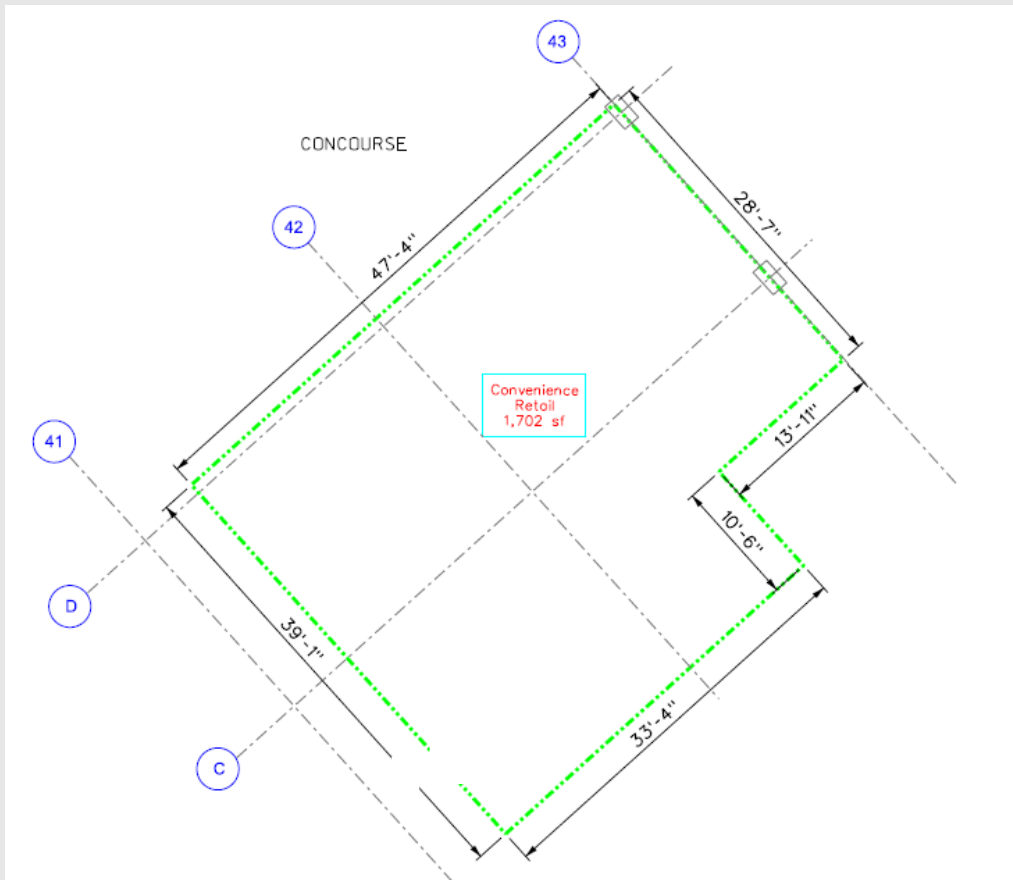


This concept is intended to be a high quality Books/Travel Essentials and Café. The location should provide the best of a bookstore and a newsstand while the café should offer a relaxing comfortable reading environment adjacent to the coffee bar area.



# RTL-7: C11 Convenience Retail

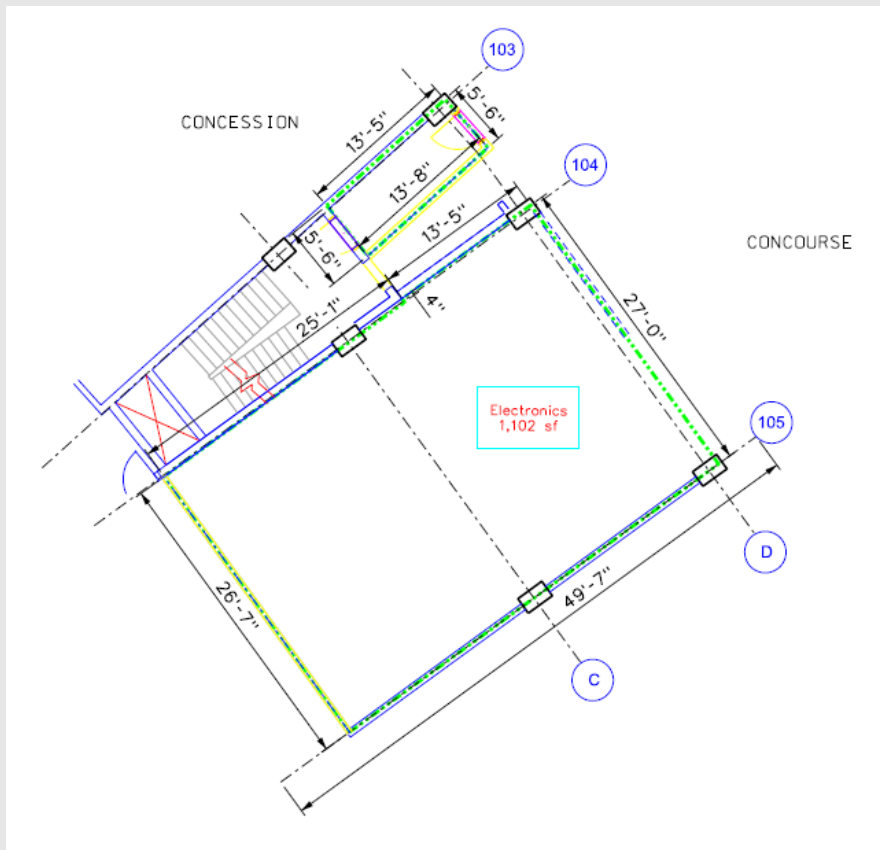
1702 square feet



This concept is intended to be a high quality news location and must offer reading materials, sundry items, health and beauty aids, books, snacks, and souvenirs. The food and beverage product assortment should include self-serve hot and cold beverages, sandwiches, salads, snacks, etc.

# RTL-8: C30 Electronics

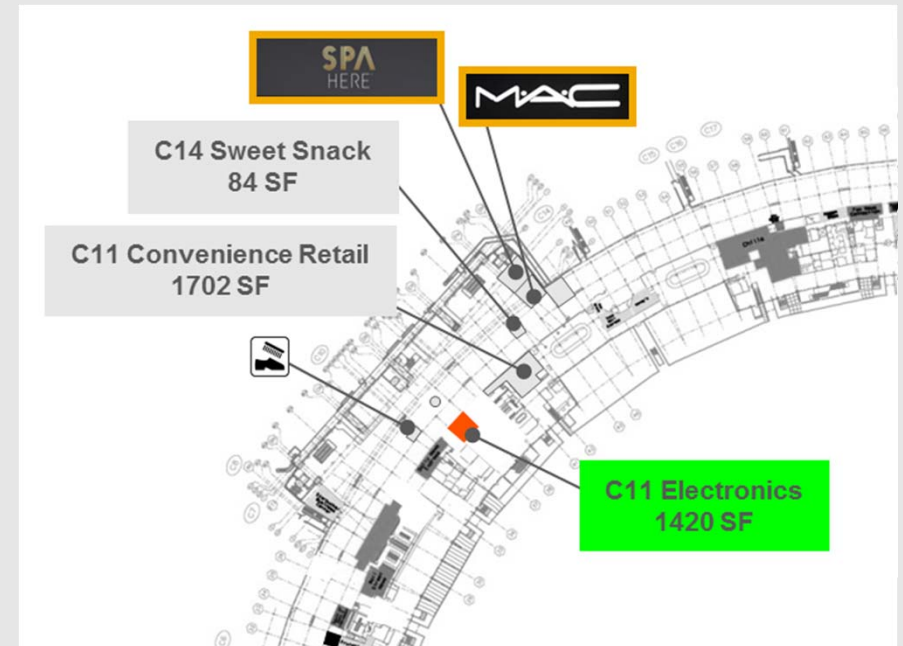
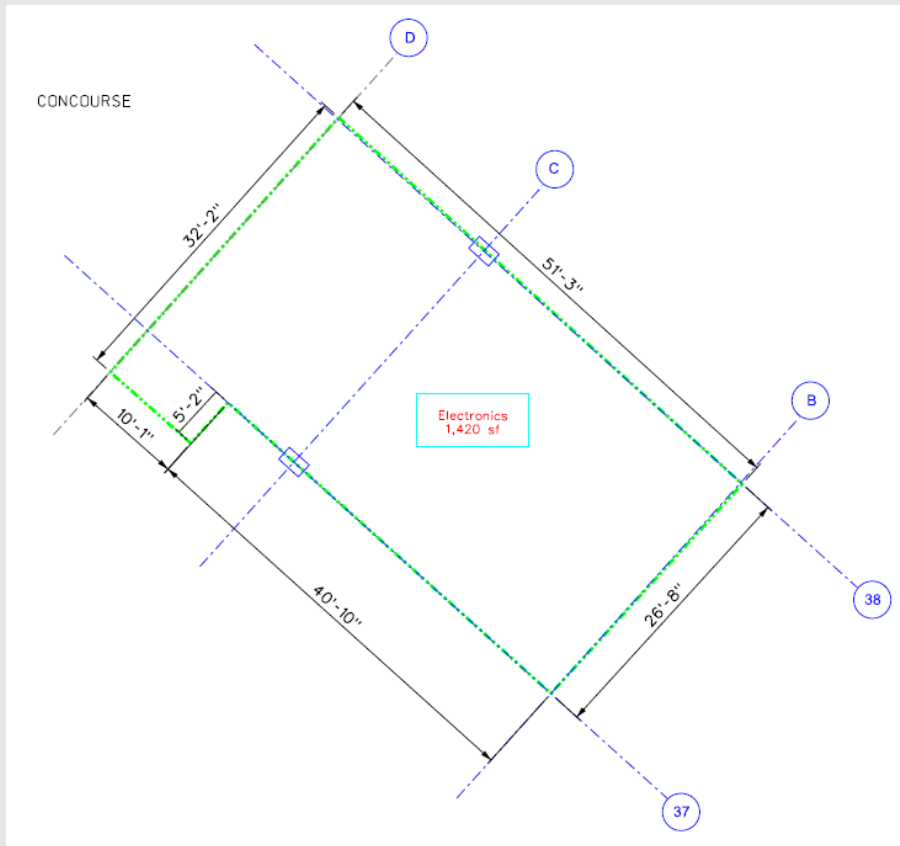
1102 square feet



This concept should provide an interactive and engaging experience for our passengers, offering a wide selection of the latest products and technology. Offerings may include cell phone accessories, laptop accessories, compact discs, DVDs, portable audio and video equipment, games, etc.

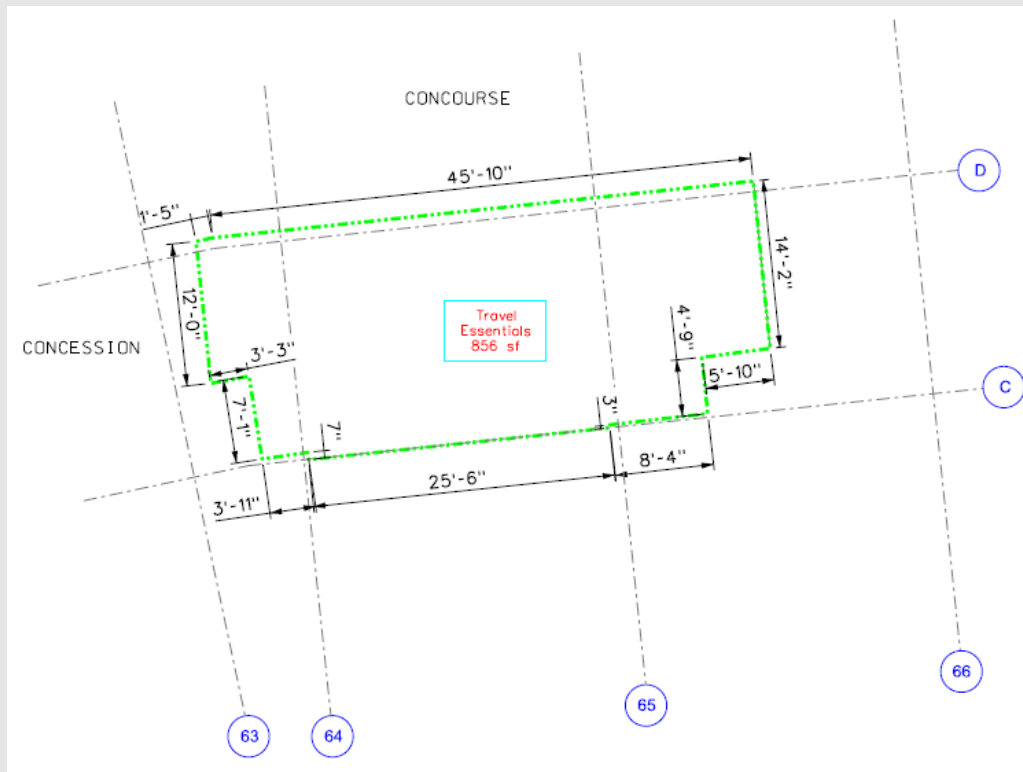
# RTL-8: C11 Electronics

1420 square feet



This concept should provide an interactive and engaging experience for our passengers, offering a wide selection of the latest products and technology. Offerings may include cell phone accessories, laptop accessories, compact discs, DVDs, portable audio and video equipment, games, etc.

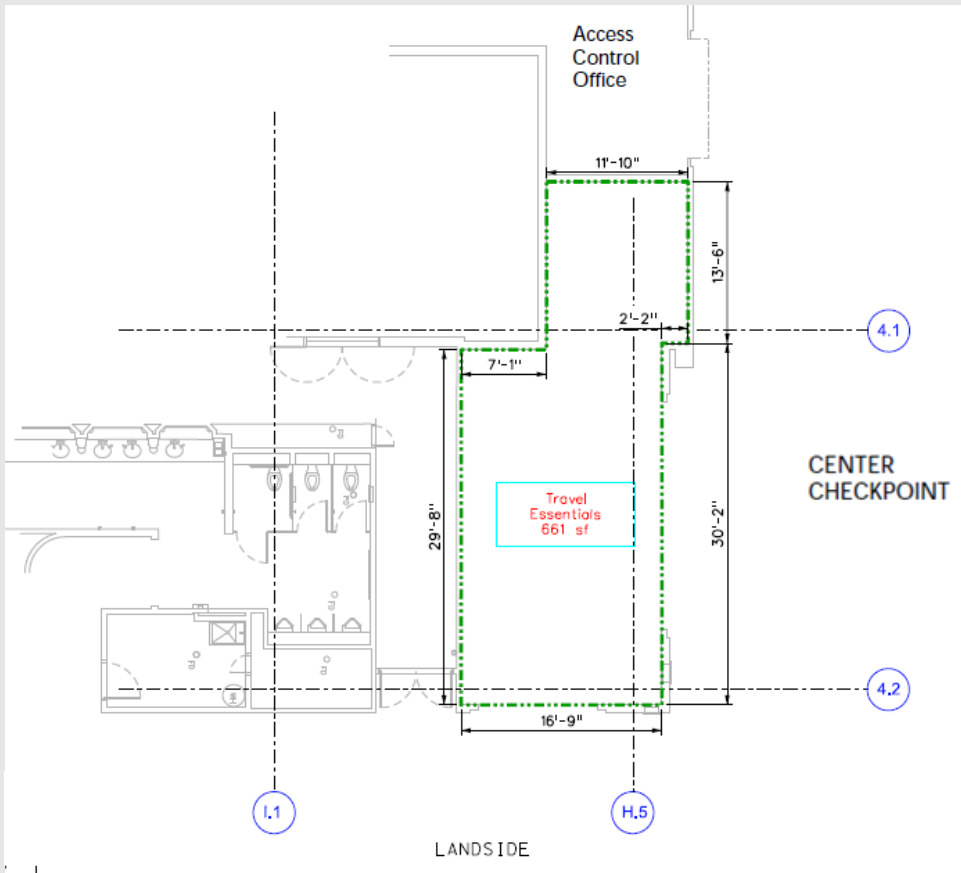
# RTL-9: C19 Travel Essentials 856 square feet



This concept is intended to be a high quality news location and a designated last-minute stop for passengers and Airport employees to purchase snacks, reading materials, and health & beauty aids and limited electronics, news, and souvenirs.

# RTL-9: D22 LS Travel Essentials with Coffee

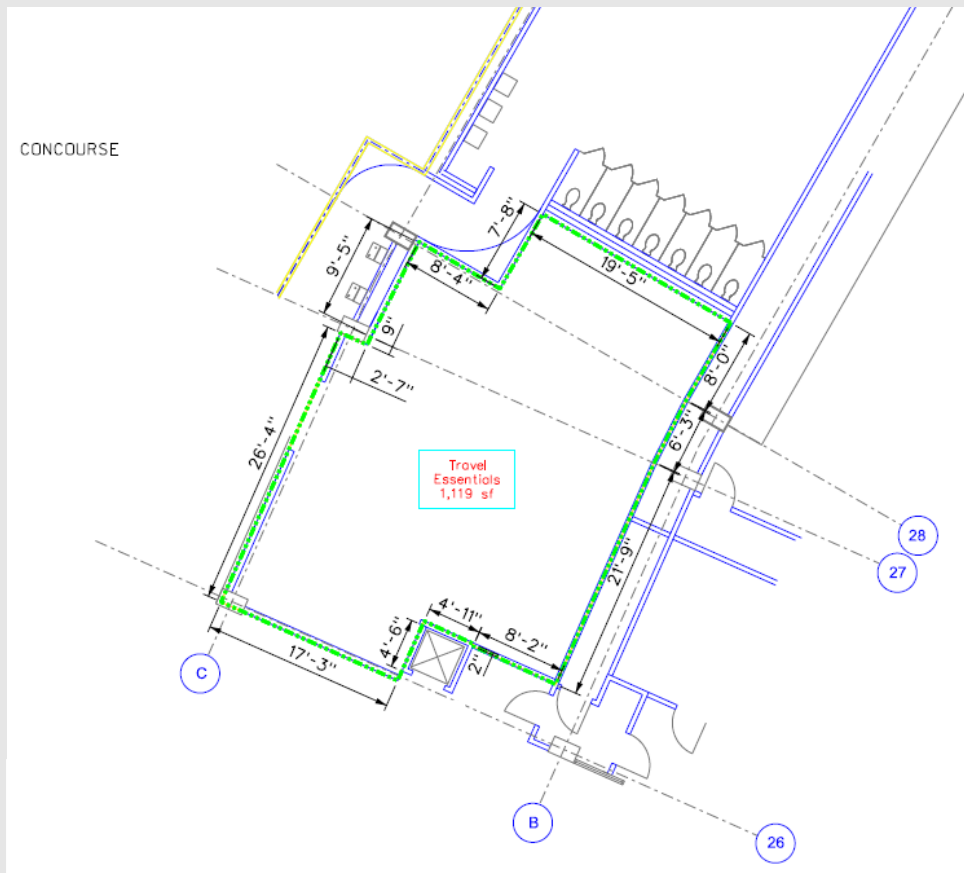
661 square feet



This land side concept is intended to be a new location and a designated last-minute stop for passengers, Airport employees, and Grand Hyatt guests to purchase snacks, reading materials, health & beauty aids, limited electronics and souvenirs. This location should also provide drip coffee/tea and fresh bakery items.

# RTL-10: C7 Travel Essentials with Coffee

1119 square feet

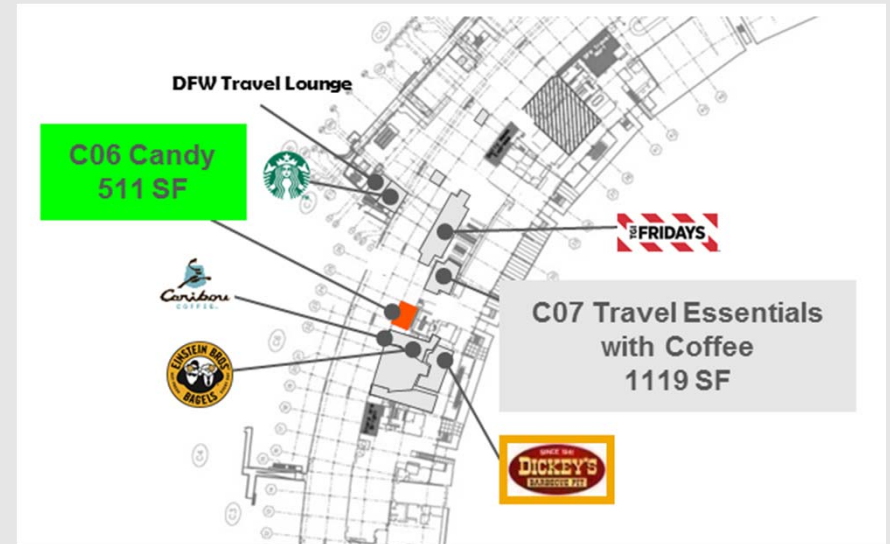
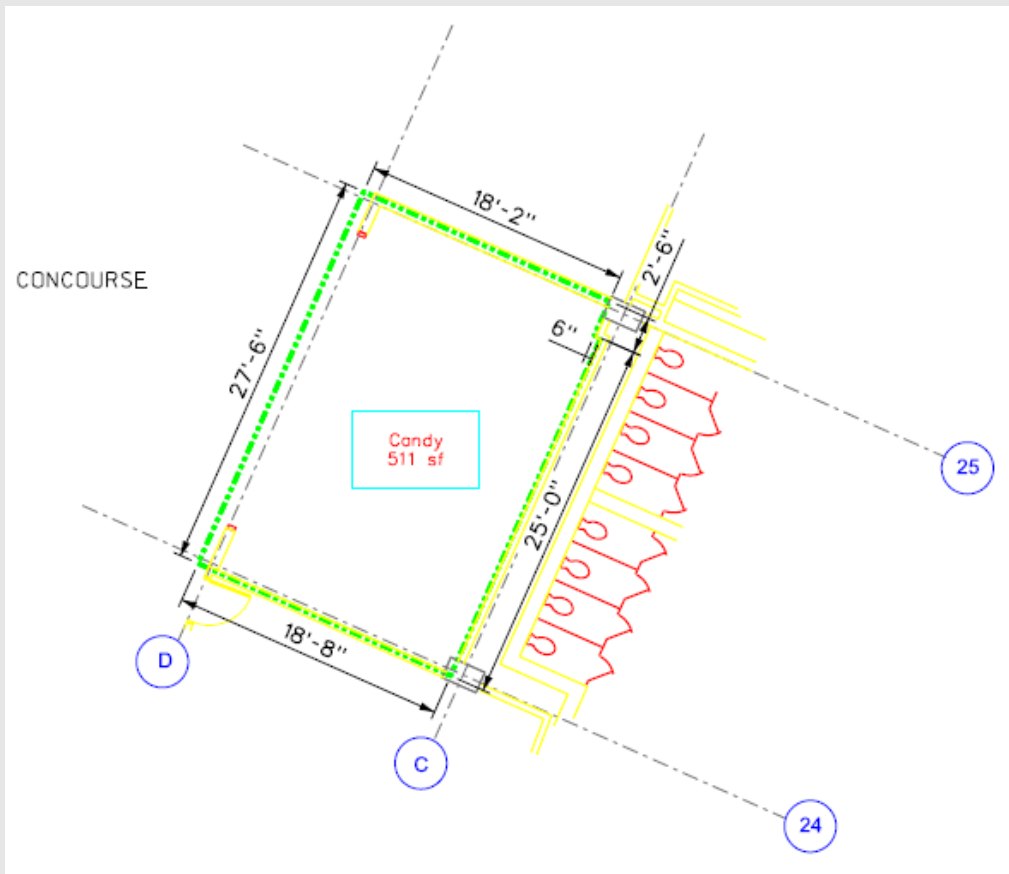


This concept is intended to be a news location and a designated last-minute stop for passengers and Airport employees to purchase snacks, reading materials, health & beauty aids, limited electronics and souvenirs. This location should also provide drip coffee/tea and fresh bakery items.



# RTL-11: C6 Candy

511 square feet



The location must carry a variety of different candies, such as high-end chocolates or nostalgic confectioneries that will enhance the customer experience. The location may also revolve around a specific type of candy, such as chocolate, taffy, or fudge.



Tenant Design and Construction  
Kevin Sewell, Sr. Tenant Project Manager  
Concessions

# 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



# Tenant Design and Construction

Design and Build Process – Development Process Timeline (228 to 318 Days)



## Timeline Schedule For Tenant Projects

Timeline Schedule	Target Date
<b>Design Process</b>	<b>Days for Completion</b>
Commencement Date	Day 1
Pre-design Meeting (15 Days)	Day 16
35% Schematic Design (30 Days)	Day 46
TPP Review of Schematic Design (5 Days)	Day 51
95% Construction Document Review (30 Days)	Day 81
TPP 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)	
Pre Construction Meeting (5 Days)	Day <b>138</b>
<b>Construction Process</b>	
Construction Timeline, varies by concept	90 to 180
<b>Total Project Process</b>	<b>228 to 318</b>

Above are Estimated Calendar Days

# Tenant Design and Construction

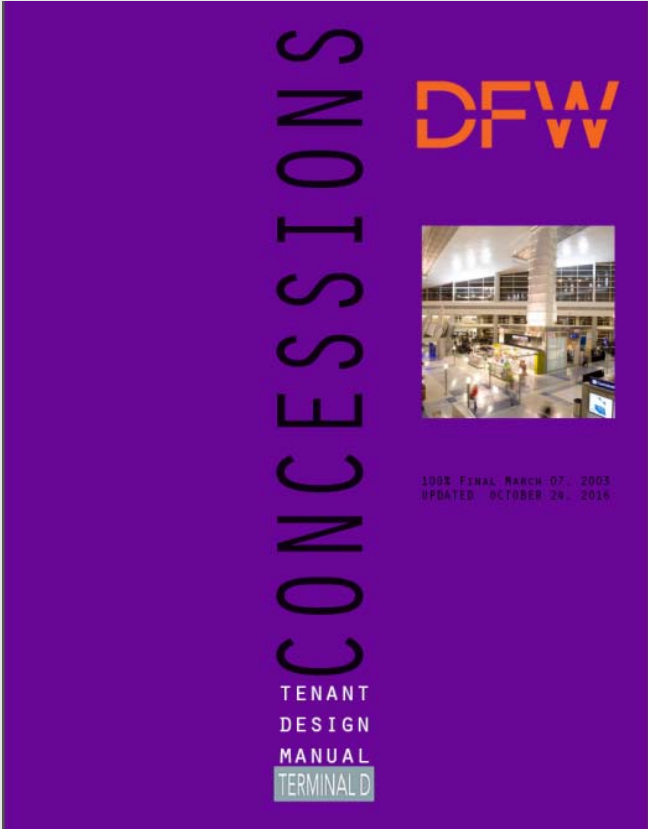
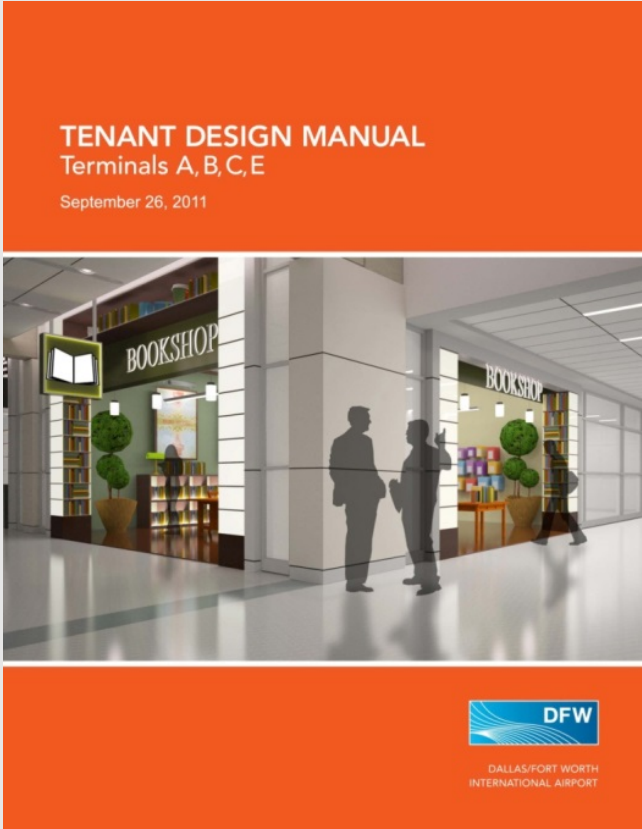
## Typical Design Professionals and Trades Required

- Texas Registered Architects, MEP and Kitchen Design Teams, and Accessibility Reviewers
- 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



# Average Construction Cost per Square Foot in FY 17





# Terminal B&E Inspiration





# Terminal C Inspiration



# Terminal D Inspiration



# 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](mailto:sbkillyon@dfwairport.com)  
972-973-5648



Closing Remarks  
Zenola Campbell, Vice President  
Concessions

# Dates to Remember

<b>RFP Release</b>	<b>Friday, September 29<sup>th</sup>, 2017</b>
<b>Final Date of Questions</b>	Friday, November 17, 2017 by 5:00 pm
<b>Proposal Due Date</b>	Tuesday, December 12, 2017 by 2:00 pm CST
<b>Committee Recommendations</b>	Tuesday, April 3, 2018
<b>Submittals to Board of Directors for Approval</b>	Thursday, April 5, 2018

[dfwairport.com/concessions](http://dfwairport.com/concessions)





# 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](mailto:sbkillyon@dfwairport.com)  
972-973-5648

**Current Solicitations** User Portal Concessions Home

### Request for Concessions Proposals

12, 2017

**Pre-Proposal Conference**  
Tuesday, October 17, 2017  
2:00 PM - 5:00 PM  
Hyatt Regency DFW (Terminal C)

**Proposal Due Date**  
Tuesday, December 12, 2017  
2:00 PM CST

**NEW OPPORTUNITIES**

- 8 Food & Beverage Locations
- 8 Retail Locations
- 1 Restaurant Pad Site (Southgate)

Solicitation 09292017

This is a **Request for Proposals** for 16 locations in 11 packages. This solicitation also offers 1 restaurant pad site at Southgate Plaza as a **Request for Information**.

These opportunities will be discussed at a Pre-Proposal Conference on Tuesday, October 17, 2017, at the Hyatt Regency DFW at 2:00 pm.

[Register Here](#)

Proposal Documents	Attachment 1 Package Documents	Attachments and Exhibits	Resources	Addenda and Clarifications
Solicitation 09292017	Request for Proposal Request for Information	F&B-1: Sweet Snack (2) F&B-2: Salty Snack (2) F&B-3: Gelato/Frozen Treat (2) F&B-4: Texas Cuisine F&B-5: Entertainment Bar RTL-6: Books/Travel Essentials & Cafe RTL-7: Convenience Retail RTL-8: Electronics (2) RTL-9: Travel Essentials and Travel Essentials with Coffee RTL-10: Travel Essentials with Coffee RTL-11: Candy	Attachment 2: Sales Expectation Information Attachment 3: Draft Concession Lease Agreement Attachment 4: Terminal Maps Attachment 5: Package Directory RFI Attachment 1: Pad Site E Map	August YTD FY17 EPAX Summary

[dfwairport.com/concessions](http://dfwairport.com/concessions)



# Dallas Fort Worth International Airport Concessions Pre-Proposal Conference

10.17.2017

