

REQUEST FOR PROPOSAL
CONCESSIONS OPPORTUNITY

Addendum No. 1

August 8, 2018

Item	Change/ Clarification
Page 3, ACDBE/M/WBE Goals Chart: Chart shows that the goal is 0% for this RFP; however, the RFP Exhibits F1-5 describe ACDBE/M/WBE participation. Exhibit F5 specifically states the goal is 30%. Which is correct?	The ACDBE goal for this solicitation is 0%. The M/WBE goal for this solicitation is 0%. Please see the revised RFP.
If Attachment 1 is correct, what rent is required for years two and three. Please define '...10% as percentage Rent.'	Percentage Rent will be 10%. Please see the revised Package Document.
Concessions Contact Form for Non-Preferred Providers	Form due date has been extended to Wednesday, September 5, 2018. Please see the revised form.

Questions	Answers
Will there be any limitations for the award party regarding servicing passengers flying on airlines that offer their own meet & greet services?	No.
Will employees be eligible to obtain CBP stamps on their badges for access to the gate area of international arrivals?	Yes. Employees will be eligible to obtain Customs and Border Protection (CBP) clearance to perform Meet and Greet services within the Federal Inspection Station (FIS).

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<p>Page 1, paragraph 1: What are the established meet and greet procedures and protocols on which to build?</p>	<p>Currently, DFW Airport provides basic Meet and Greet services for three groups of travelers: departing, connecting, and arriving customers. While preparing for and conducting Meet and Greet services, our staff follows specific procedures and protocols ensuring the customer is safe, secure, and receives the ultimate customer experience. Please see Page 26, "Minimum Standard Passenger Procedures for Meet and Greet Service" and "Standards of Operations" document listed in the Resources section for more information.</p>
<p>Page 1, paragraph 1: Does the term 'preferred provider' mean that there will also be other providers?</p>	<p>Yes.</p>
<p>Page 2, paragraph 1: Please clarify rent to be paid by contractor. 10% of gross receipts is shown as required rent, yet the RFP Page 6, paragraph three, shows that office space will be provided at no cost.</p>	<p>Yes. 10% of gross receipts is required. The office space will be provided by DFW Airport.</p>
<p>Page 2, Minimum Requirements (6): Services documented are usually provided complimentary by airports or airlines. Is it now to change so that complimentary services will be provided by the vendor?</p>	<p>While some airlines provide fee-based special assistance to minors, DFW Airport expects the proposer to provide details as to how they will provide similar assistance, fee-based or not, to minors related to performing Meet and Greet services. DFW Airport does provide complementary special assistance such as wheelchair service to its patrons. DFW Airport expects the proposer to provide details as to how they will coordinate and provide these services upon request related to performing Meet and Greet services. Holistically, DFW Airport expects the proposer to provide details of all special assistance services they will provide to accommodate our diverse traveling population related to performing Meet and Greet services.</p>
<p>At Which terminals do international enplane and deplane? Are statistics available for each terminal?</p>	<p>International flights enplane and deplane from all terminals. However, most enplane and deplane from Terminal D. Yes, please see under the Resources column of the solicitation.</p>

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Page 20, paragraph 1: The second option for proposer experience states '...ten years of successful operation in an airport or within the last fifteen years.' Will the proposer meet the experience requirement if they have fifteen years of providing customer experience even if it was not in the airport services industry?	No. Airport experience is required.
Page 23, paragraph 2: Please define "Travel Transformed" as shown in item #2.	This is the DFW Airport Mission Statement. Define how your company's goals align with this mission.
Page 27, paragraph 1: It is stated that the DFW Airport Board reserves the right to perform its own Meet and Greet services at any time. Under what circumstances would the DFW Airport Board choose to do so once there is a preferred provider?	DFW Airport Board reserves the right to perform its own Meet and Greet services at any time. These Meet and Greets are usually reserved for high level diplomats, dignitaries, and Airport Board members.
Page 32, paragraph 2: Is the Pro Forma, Exhibit D, only to include the proposer's DFW operations?	Yes.
Page 23 of the presentation document (entitled Services List, Pricing, and Payment) states that DFW "handled approximately 275 meet/greet in 2017." This appears to be a small number in comparison to 60,000,000+ passengers. What data, intelligence, studies, market research, feasibility studies, etc. precipitated the development of the Meet and Greet concession RFP?	While a preferred Meet and Greet service has not previously been DFW Airport's focus, industry research has proven this is a vital component of a leading international airport.
What vendor/vendors are currently providing Meet and Greet services at DFW airport?	No operators are currently authorized to provide these services at DFW Airport.

Please continue to check our website www.dfwairport.com/concessions for updates.