

The background of the slide is a photograph of the DFW Convention Center. In the foreground, large, three-dimensional, metallic letters spell out 'DFW' on a green lawn. The building behind them has a modern design with stone pillars and large glass windows. A banner on the building reads 'Travel. Transition.'

# DFW Concessions Outreach

April 13, 2023







**This presentation will be posted on the DFW  
Concessions website.**

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# Agenda

DFW Overview

DFW Airport Initiatives

Customer Experience Overview

Small Business Enterprise Concessions Program

North Central Texas Regional Certification Agency (NCTRCA)

Air Service

## **Break**

Procurement: Bonfire Training & Lessons Learned

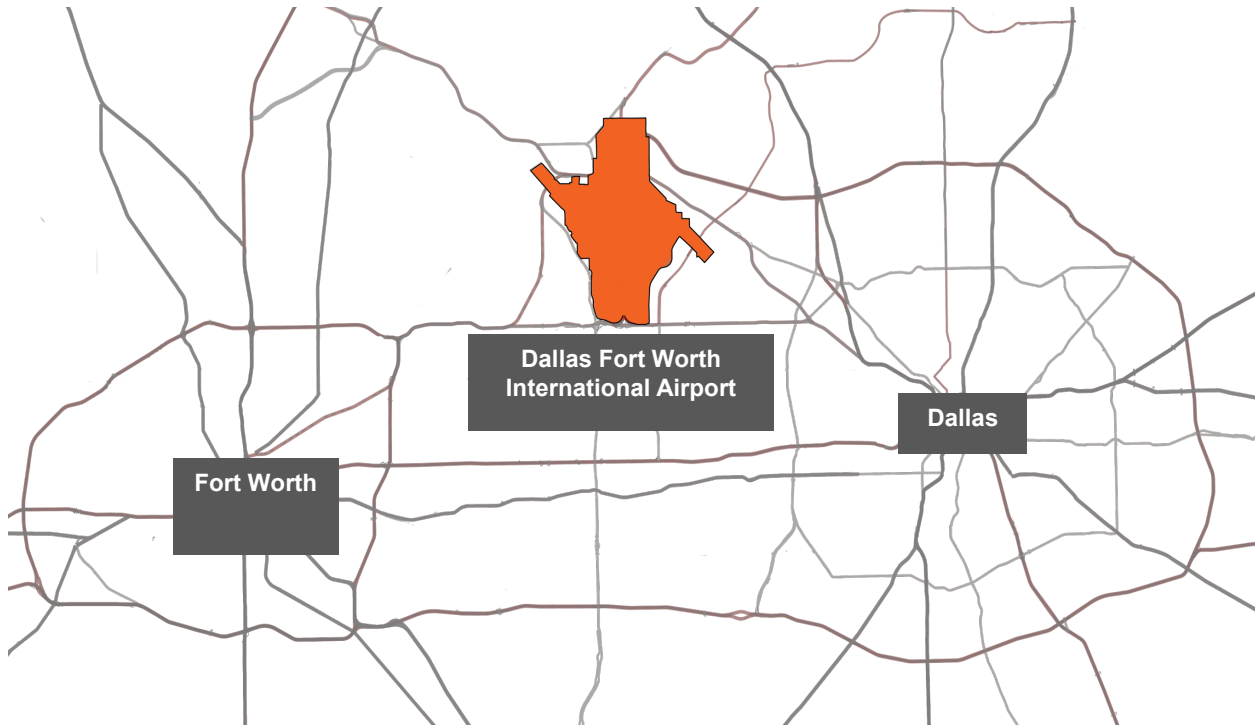
Concessions Program

How to do business with DFW Airport

Upcoming Opportunities

Closing Remarks

# Dallas Fort Worth International Airport (DFW)



- **Owned** by the cities of Dallas and Fort Worth
- **5** terminals with **7** runways
- **60,000** jobs created
- **\$37** billion in economic impact annually



# OUR VISION

Travel. Transformed.

# OUR MISSION

We discover new ways to care for our customers, inspire our employees, and strengthen our communities to create an exceptional Airport experience. Every Day.

# OUR KEY RESULTS



# OUR APPROACH

# OUR BELIEFS



You're Important



Everyone's Welcome



Collaborating Wins



Striving for Excellence



Trust is Everything

# Small Business Focus

June Release

The purpose of this outreach is to inform small businesses of the upcoming opportunities for the June RFP Release.







# DFW Airport Initiatives



DFW



# Leading the Industry

## Best Large Airport

in North America for Customer Satisfaction



First Airport in the World to Earn  
**GBAC Star Accreditation**



## ACA Level 4+

Carbon Neutral Accreditation



## United Nations Global Climate Action Award



**United Nations**  
Climate Change



# Focused on the Future

DFW is embracing innovation, improving technologies and engaging employees, stakeholders and the community to create a more inclusive and sustainable airport.





# Customer Experience Overview

Sharon McCloskey

Vice President, Customer Experience





A16

A15





Customer obsession is a state of hyperfocus on **creating a better customer experience from the customer's perspective**. Customer obsessed describes a commitment to having a customer-first approach.

# Who Is DFW's Customer

# DFW Customer Segments



Spend  
**44%**

## Indulgent Explorers

WHO THEY ARE

- Average trips per year: 11
- Young and travels slightly more than the average traveler, both for business and leisure
- Average income, but spends more at the airport than other segments – most likely to take advantage of airport amenities
- Likely to travel with kids
- Skew high on media consumption – high engagement with social media

*Outlook on Life*



**Relaxation/  
self-care  
mindset**



Spend  
**28%**

## All Biz Road Warriors

WHO THEY ARE

- **Average trips per year: 44**
- Heaviest traveler, primarily for business
- Average spend in terminal, despite highest income
- Focused on working in terminal – looks for Wi-Fi, charging stations, areas to work
- Likely to take advantage of business amenities
- Average media consumption

*Outlook on Life*



**Time-saving/  
on-the-go  
mindset**



Spend  
**19%**

## Value Voyagers

WHO THEY ARE

- Average trips per year: 8
- Light travelers, primarily for leisure; some business travel
- Average spend in terminal
- Conducts some work in terminal – looks for Wi-Fi, charging stations
- May travel with kids
- Average media consumption
- Most similar to the “average” DFW passenger

*Outlook on Life*



**Knowledge/  
options  
mindset**



Spend  
**8%**

## Frugal Vacationers

WHO THEY ARE

- Average trips per year: 6
- Skews higher for ages 55+
- Lightest traveler, primarily for leisure travel
- Most cost-conscious segment – bargains, inexpensive dining options, and basic retail are preferred
- Skews low on media consumption – high on email usage, low on social media

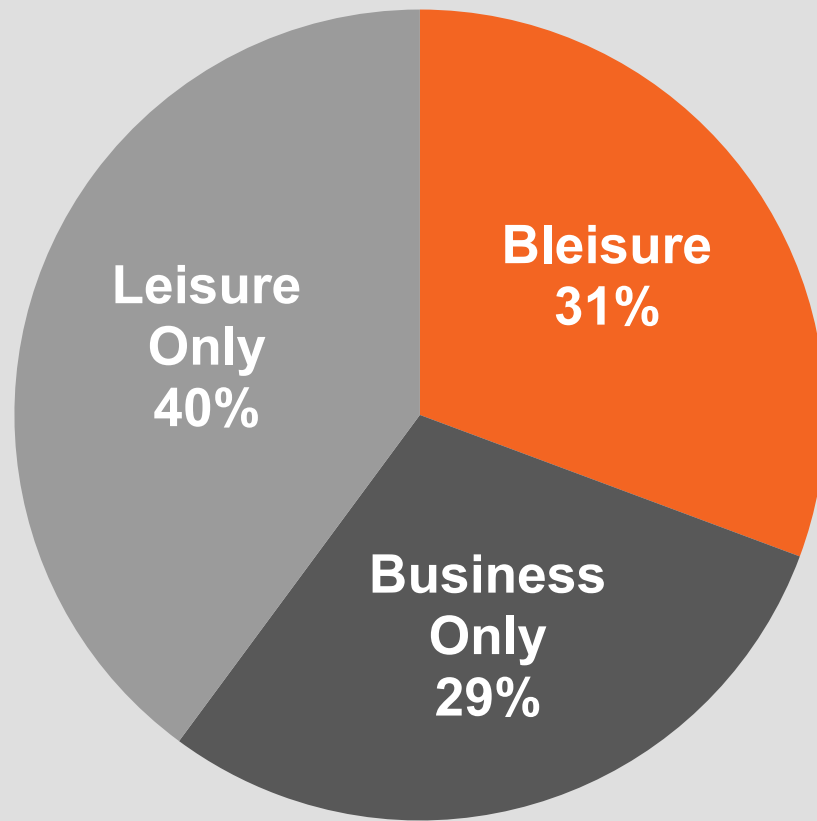
*Outlook on Life*



**Cost-saving/  
no frills mindset**



DFW Traveler Type  
March 2023



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At DFW, about one-third of our customers are Bleisure travelers.

# Customer Satisfaction



# What is ACI ASQ?

The Airport Service Quality (ASQ) program by ACI (Airports Council International) provides airports with a study to improve passenger satisfaction and allows airports from around the world to benchmark against each other.

Currently, there are 281 airports participating in ASQ from around the world, with 46 airports in North America.



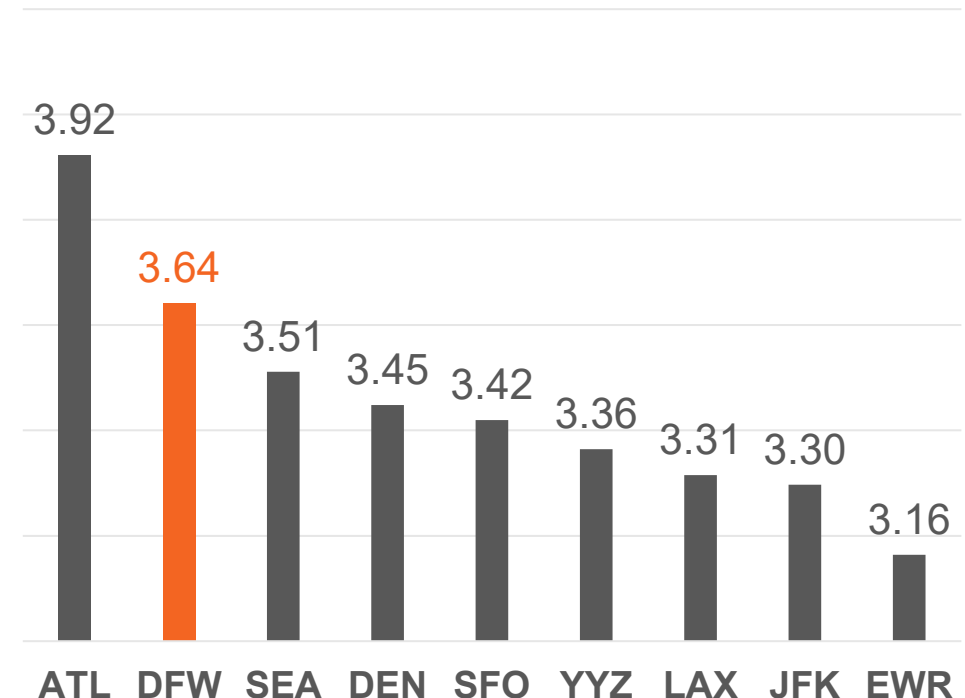


Among large airports, DFW ranks first for F&B facilities and second for Retail. In 2023, we plan to be the top airport in both F&B and Retail!

Overall Ratings of Food and Beverage



Overall Ratings of Retail




## Courtesy & Helpfulness of Shopping and Dining Staff



DFW Airport concessions ranked first for providing exceptional customer service, which contributes to our “Best Airport” award.





In general, all customers have core needs that dictate how they perceive their experience at the Airport.



## Customer Core Needs



Options



Time



Knowledge



Visibility



Mindset

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Positive dining and shopping experiences are characterized by having access to a wide range and **variety of options**, as well as **short lines/quick service**.

Travelers value visibility of terminal surroundings, providing a positive mindset about their travel departure.



The background of the slide is a photograph of a modern building with a large, leafy tree in the foreground. Several colorful paper airplanes are scattered across the sky. The title text is overlaid on the left side of the image.

# Small Business Enterprise Concessions Program

Tamela Lee

Vice President, Business Diversity and Development





Tamela Lee  
Vice President, BDDD

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## SBEC Program

- Overview
- Key Program Points
- SBEC Certification
- Program Requirements

## Approved Certified Entity

## Keys to Success

## BDDD Contacts





# SBEC Program

# Business Diversity Program

## Small Business Enterprise Concession (SBEC)

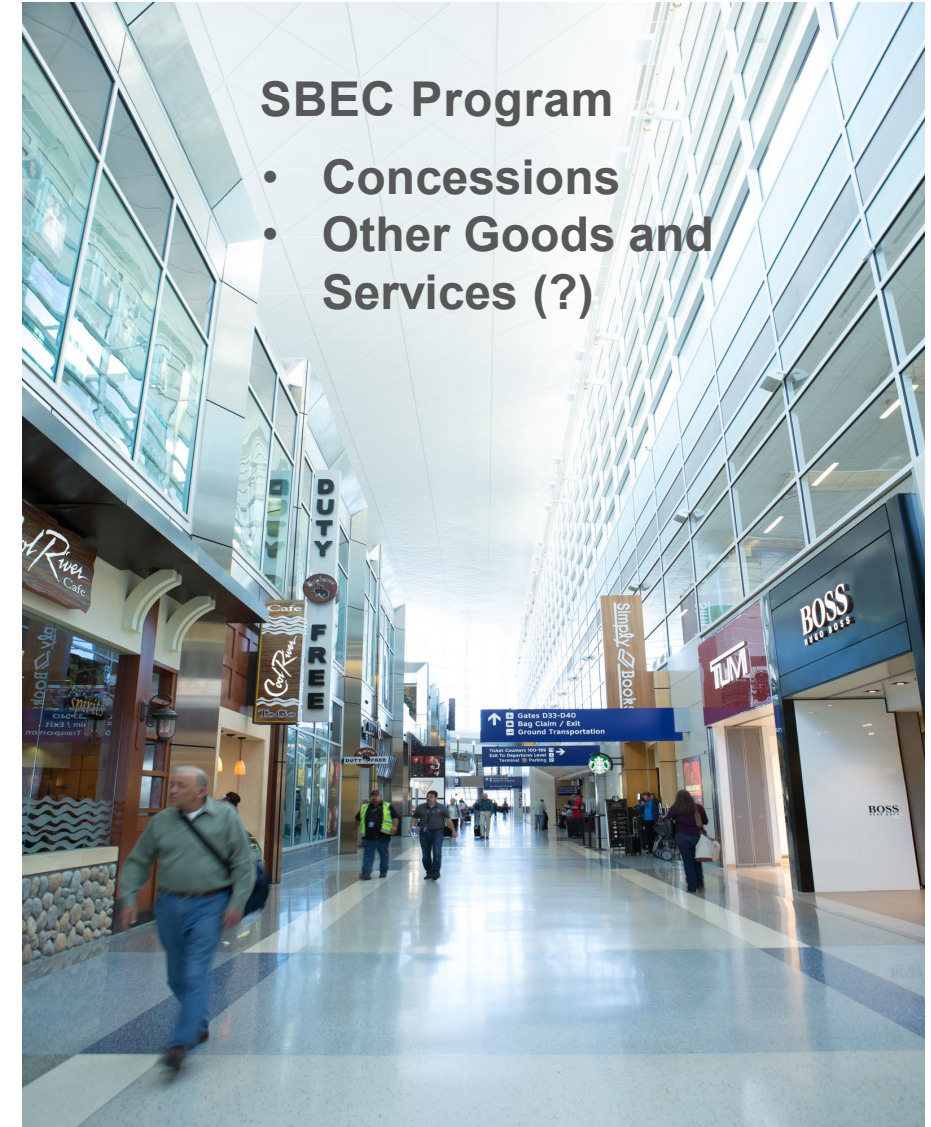
- Business size based on Small Business Administration size standards
- Personal net worth threshold same as ACDBE

## Other Certification Requirements

- No Local Preference but must be certified in Texas
- Gross receipts averaged over three (3) years
- Certifications expire & require annual renewal
- ACDBEs qualify for the SBEC program subject to size standard and PNW threshold established
- Sustained business activity in the NAICS code described in the certification application for a minimum of six (6) months prior to the date of application

# Small Business Enterprise Concessions (SBEC) Program

- The SBEC participation for this solicitation is a percentage of gross receipts.
- Options for meeting SBEC participation:
  - 100% SBEC owner-equity participation
  - Percentage Owner-Equity Participation by way of a sublease, management, operating, franchise or joint venture agreement or partnerships only with other SBECs.
- SBEC 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





# Key SBEC Program Points

## Contract-Specific Goals

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No Concessions specific goal.  
Must be 100% SBEC.

## Relevant Market Area

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No Local Geographic  
Preference

## Good Faith Efforts

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No Good Faith Efforts.  
Must meet the 100% SBEC  
requirement.

# SBEC Certification



Certificates must  
state SBEC from  
NCTRCA



Commodity codes  
must be relevant to  
scope of work



SBEC certification is required for this program.

State of TX HUB, SBE, WBE, DBE, ACDBE and out-of-state certificates are not acceptable



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# Program Requirements

## To ensure program compliance

SBEC Can JV with another SBEC but not with a non SBEC

An existing ACDBE that receives SBEC certification must be compliant with all BDDD and Airport requirements prior to a direct negotiation or proposal submittal

Must be SBEC certified at time of proposal or direct negotiation. No pending certifications.

An applicant does not need to be ACDBE certified to apply for the SBEC program but must meet SBEC certification requirements





# JOINT VENTURE

# JOINT VENTURE TEMPLATE

New joint venture with a new concept or RFP:

- Submit joint venture to BDD according to the [JV Template](#).
- If RFP, submit joint venture with RFP according to the JV Template.
- Allow 90-day minimum review by BDD.
- Fully executed joint venture agreement required prior to Board action.

DFW

**AIRPORT CONCESSIONS  
DISADVANTAGED  
BUSINESS ENTERPRISE**

**JOINT VENTURE  
TEMPLATE**

**Dallas Fort Worth International Airport  
Business Diversity and Development Department**

1

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Approved Certified Entity

Keys to Success

BDDD Contacts



# Approved Certifying Entity for SBEC



NORTH CENTRAL TX REGIONAL  
CERTIFICATION AGENCY

**ACDBE and SBEC Programs**

624 Six Flags Drive, Suite 100

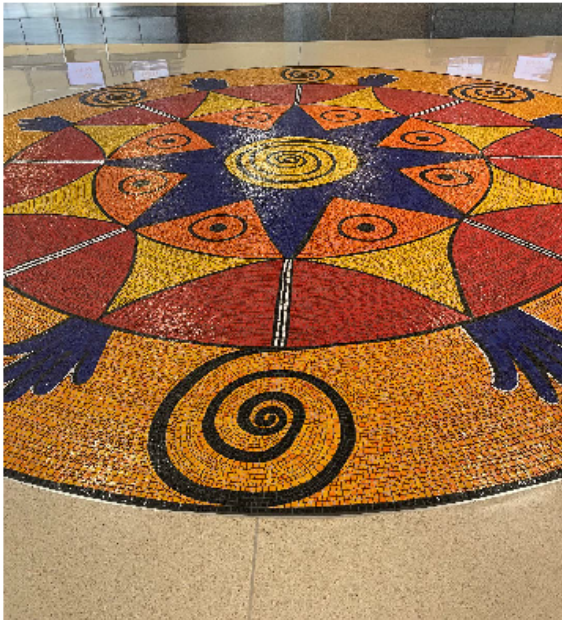
Arlington, TX 76011

(817) 640-0606 or [www.nctrca.org](http://www.nctrca.org)

(Processing timeframe: 60 – 90 days)

Small Business Enterprise Concession  
(SBEC)  
Program Policy  
Business Diversity & Development Department

Effective: January 1, 2022



# The Keys to Success

- I. **Understand the Business Diversity Program Requirements**
  - Difference in Programs
  - SBEC Participation 100%
  - Required Forms and/or Evaluation Criteria
  - **Certification in proper NAICS codes**
  - **No changes in ownership or investment with a non-SBEC**
- II. **Proposing**
  - Attend Pre-Proposal Meeting
  - Submit questions in writing
  - Communicate between Pre-Proposal Attendee and Proposal Preparer
  - Proofread proposal response before submitting for compliance with Business Diversity requirements
- III. **Forms and/or Evaluation Criteria**
  - Complete and sign all required forms
  - Provide exact dollar amounts and percentages for Diversity participation as requested
  - Do not use “TBD” or “Up to a certain percentage”
  - Submit applicable Certification Certificates
  - JV Agreements must be submitted with the proposal
  - **MUST USE JV TEMPLATE OR NON-RESPONSIVE**
- IV. **Responsive versus Non-Responsive**
  - Responsive determinations move forward in the evaluation and consideration process
  - Non-responsive determinations do not move forward.

Thank You



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# North Central Texas Regional Certification Agency (NCTRCA)

Vickie Young

Certification Manager, NCTRCA







NCTRCA  
2261 BROOKHOLLOW PLAZA DR., SUITE 300  
ARLINGTON, TX 76006

**Introduction to Certification**

# TYPES OF CERTIFICATION FEDERAL AND LOCAL

## Federal Program

- ▶ ACDBE – Airport Concessionaire Disadvantaged Business Enterprise

## LOCAL Program

- ▶ SBEC-Small Business Enterprise Concessions



Receive  
**COMPLETED**  
application



Assigned to  
Certification Officer  
and given Affidavit  
Number



Onsite interview  
ACDBE applicants only



Certification complete, approval  
letter and certificate issued to  
vendor

FLOW OF THE  
CERTIFICATION  
PROCESS FROM  
BEGINNING TO END

RECEIPT OF  
**COMPLETE**  
APPLICATION

VERIFICATION OF  
OWNERSHIP &  
CONTROL

VERIFICATION OF  
MANAGEMENT  
EXPERIENCE

VERIFICATION OF  
BUSINESS ASSETS  
(ACDBE, DBE, SBE –  
SBA size standard  
applies)

VERIFICATION OF  
PHYSICAL ADDRESS  
OF THE BUSINESS

CERTIFICATION  
APPLICATION  
PROCESSING FEE

## 6 KEY ELEMENTS TO THE CERTIFICATION PROCESS

The firm must be 51% or more owned and controlled by a minority or female

For ACDBE certification  
– Personal Net Worth cannot exceed \$1.32 million

For ACDBE gross receipts cannot exceed \$56.42 million (3-year average)

The minority or female ownership and control cannot be restricted by an outside firm or non-qualifying individual.

Each certification record is viewed as a whole; and each record is different and processed on a case-by-case basis.

# HOW TO QUALIFY FOR CERTIFICATION





# IMPORTANT DOCUMENTS

**COMPLETE  
APPLICATION**

FOR ACDBE  
APPLICATIONS YOU MUST  
HAVE A PERSONAL NET  
WORTH STATEMENT WITH  
**NO BLANK SECTIONS**

LEASE AGREEMENT  
OR MORTGAGE  
STATEMENT

BANK SIGNATURE  
CARD OR A LETTER  
FROM THE BANK  
LISTING THE  
SIGNATORIES ON THE  
FIRM'S ACCOUNTS

BIRTH CERTIFICATE,  
DRIVER'S LICENSE,  
STATE IDENTIFICATION  
CARD, OR PASSPORT  
– COLOR COPY WITH  
A CLEAR PICTURE

IF CLAIMING  
NATIVE  
AMERICAN  
STATUS – TRIBAL  
CARD IS  
REQUIRED

CASHIER'S  
CHECK OR  
MONEY ORDER  
FOR  
PROCESSING  
FEE

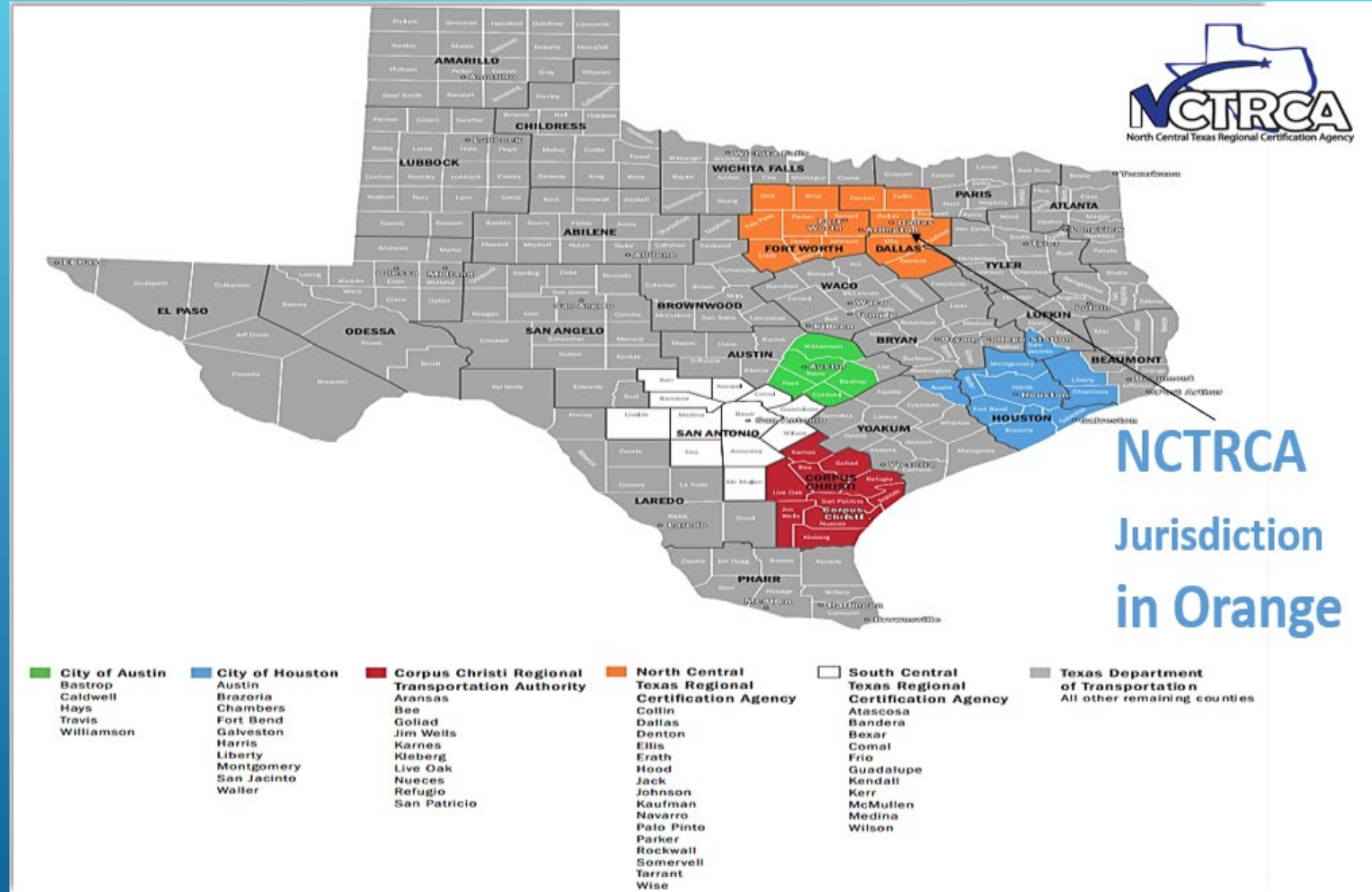
# ACDBE AND SBEC APPLICATIONS

- ▶ There is **no charge** for **ACDBE** application processing. This is a federal program and there are no fees associated with it.
- ▶ SBEC - \$150 (Local program)
- ▶ \*Out of Jurisdiction (NCTRCA's 16 Counties) - \$250

# TEXAS UNITED CERTIFICATION PROGRAM (TUCP) JURISDICTIONAL MAP

## North Central Texas Regional Certification Agency

Collin  
Dallas  
Denton  
Ellis  
Erath  
Hood  
Jack  
Johnson  
Kaufman  
Navarro  
Palo Pinto  
Parker  
Rockwall  
Somervell  
Tarrant  
Wise





# GENERAL DOCUMENTS REQUIRED FOR ACDBE/SBEC CERTIFICATION

- Résumés (that include places of employment with corresponding dates), for all owners, officers, and key personnel of the applicant firm.
- Personal Net Worth Statement for each socially and economically disadvantaged owners comprising 51% or more of the ownership percentage of the applicant firm.
- Personal Federal tax returns for the past 3 years, if applicable, for each disadvantaged owner.
- Federal tax returns (and requests for extensions) filed by the firm and its affiliates with related schedules, for the past 3 years.


# GENERAL DOCUMENTS REQUIRED FOR ACDBE/SBEC CERTIFICATION

- Documented proof of contributions used to acquire ownership for each owner (e.g., both sides of cancelled checks).
- Signed loan and security agreements, and bonding forms.
- List of equipment and/or vehicles owned and leased including VIN numbers, copy of titles, proof of ownership, insurance cards for each vehicle.
- Title(s), registration certificate(s), and U.S. DOT numbers for each truck owned or operated by your firm.

# GENERAL DOCUMENTS REQUIRED FOR ACDBE/SBEC CERTIFICATION

- Licenses, license renewal forms, permits, and haul authority forms.
- Descriptions of all real estate (including office/storage space, etc.) owned/leased by your firm and documented proof of ownership/signed leases.
- Documented proof of any transfers of assets to/from your firm and/or to/from any of its owners over the past 2 years.
- ACDBE certifications, denials, and/or decertifications, if applicable; and any U.S. DOT appeal decisions on these actions.

# GENERAL DOCUMENTS REQUIRED FOR ACDBE/SBEC CERTIFICATION

- Bank authorization and signatory cards.
  - Schedule of salaries (or other remuneration) paid to all officers, managers, owners, and/or directors of the firm.
  - List of all employees, job titles, and dates of employment.
  - Proof of warehouse/storage facility ownership or lease arrangements.
- 
- A series of white lines of varying lengths and orientations are positioned in the bottom right corner of the slide, creating a modern, abstract graphic element.



# You're Certified!

## Now What?

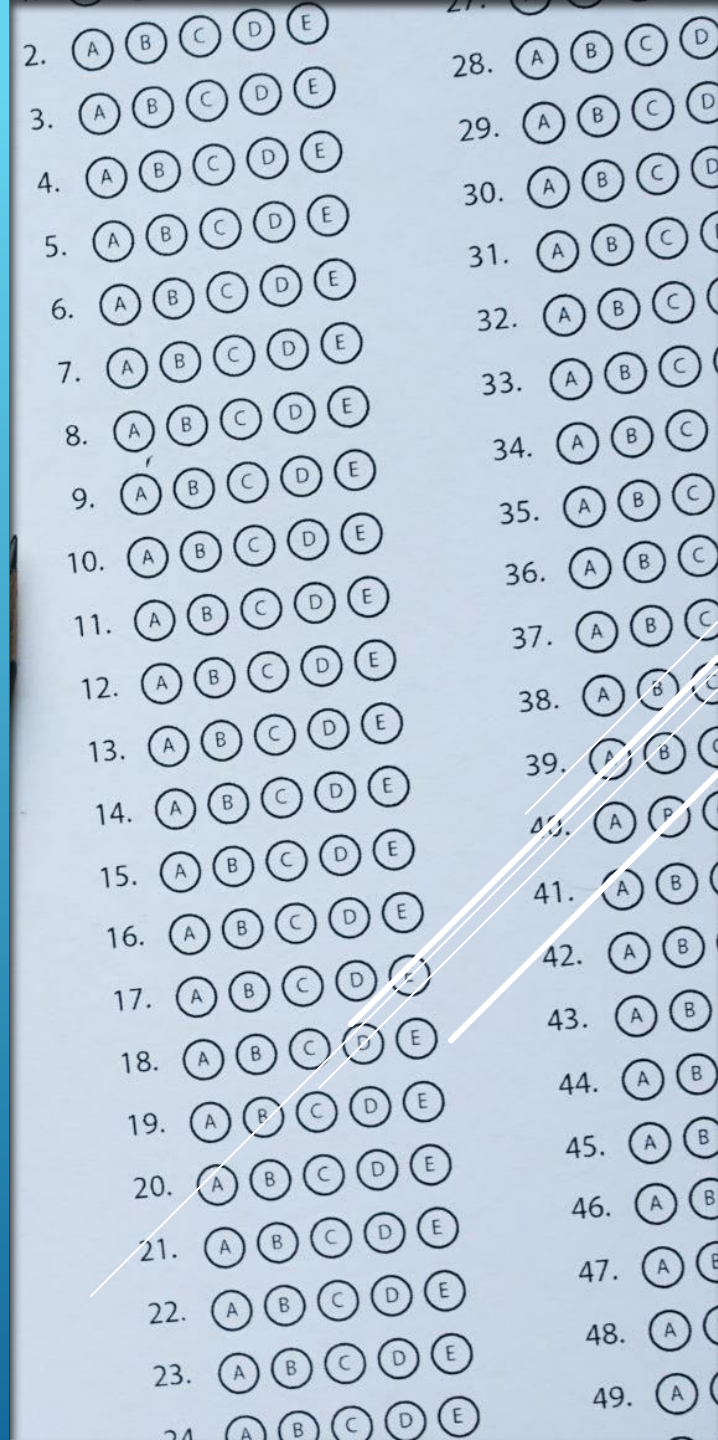


# You're Certified! Now What?

<u>Company Name</u>
Covenant Capital, LLC
Ascension Business Capital
DFW WBC Lift Fund
SBA-Small Business Association
Insperity
TruFund
Lendio-DFW
Prosperity Bank
Amegy Bank
Chase Bank-Fort Worth
Chase Bank-Irving
Regions Bank
Simmons Bank
Frost Bank
African American Entrepreneurs Association

# CHECKLIST

- FOR A COMPLETE LIST OF REQUIRED DOCUMENTS – GO TO <https://nctrca.mwdbe.com> or [www.nctrca.org](http://www.nctrca.org) review the checklists for each application type: ACDBE/DBE or M/S/WBE.



# CONTACTING THE NCTRCA



2261  
BROOKHOLLOW  
PLAZA DR. SUITE 300,  
ARLINGTON, TX  
76006; 817-640-0606



APPLY ONLINE:  
[HTTPS://NCTRCA.MWDBE.COM](https://nctrca.mwdb.com)



FOR MORE  
INFORMATION:  
[WWW.NCTRCA.ORG](http://www.nctrca.org)



- ▶ <https://www.census.gov/naics>
- ▶ <https://www.sba.gov/size-standards/index.html>

NAICS CODES  
NORTH AMERICAN INDUSTRY  
CLASSIFICATION SYSTEM

▶ **Northwest Registered Agent**

▶ **“Get Free Legal Docs”**

▶ **<https://www.northwestregisteredagent.com>**

**CORPORATE TEMPLATES**

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ANY QUESTIONS?



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# Air Service

Milton De la Paz

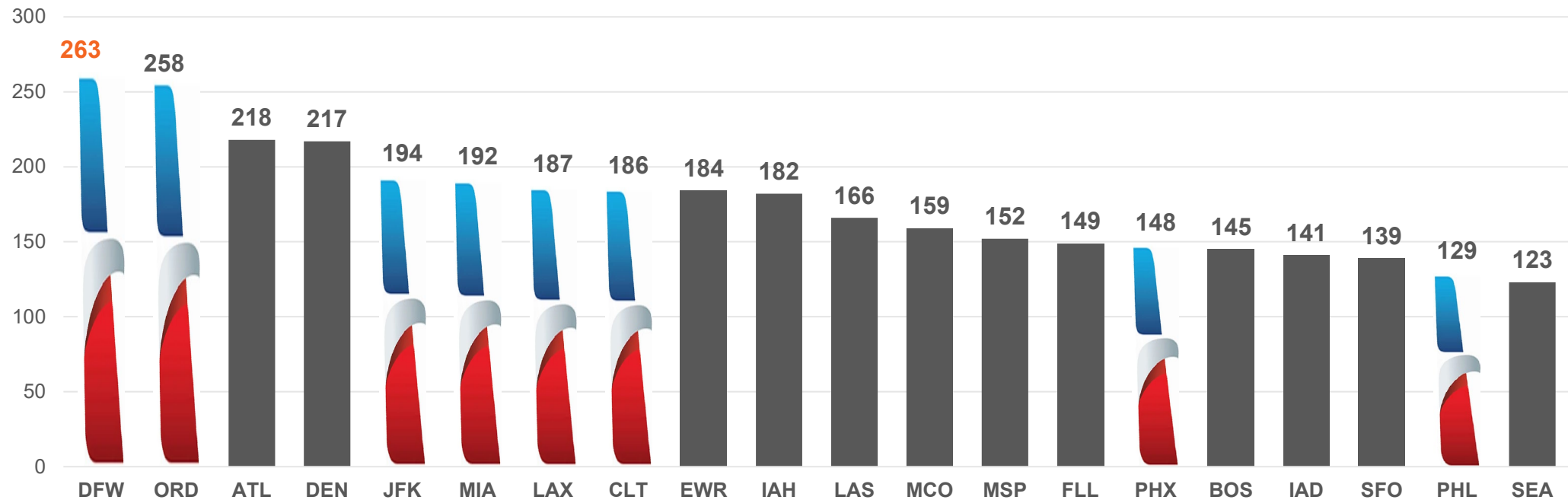
Vice President, Airline Relations



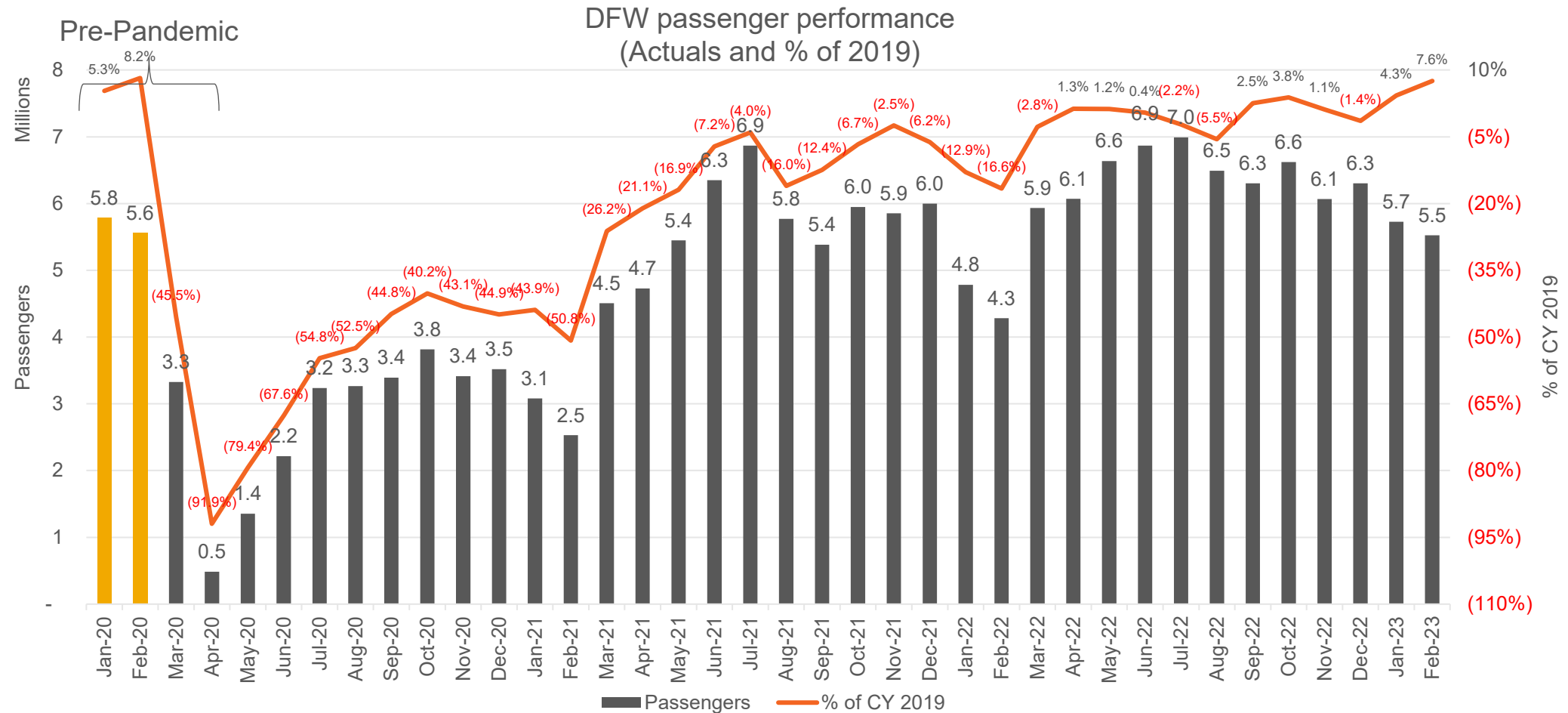


# DFW leads all US airports with 263 total destinations

# Destinations for major US airports  
(YE Mar 2023)



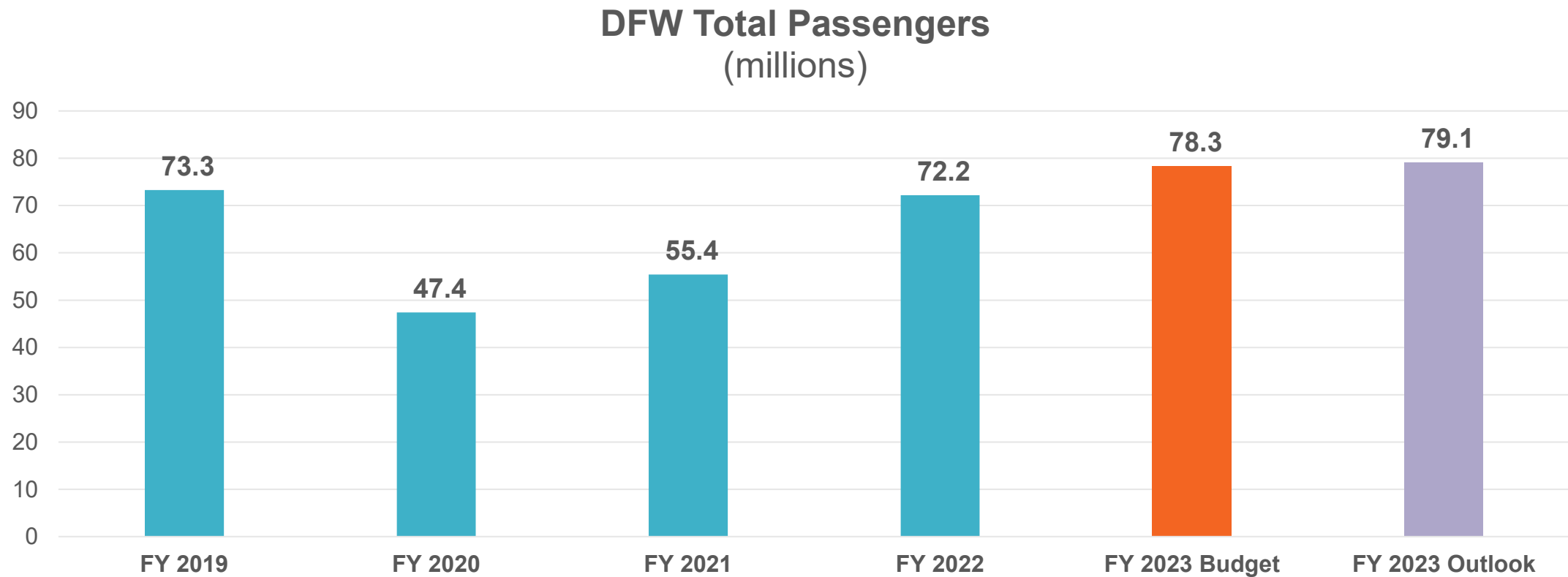
# DFW's passenger traffic has recovered strongly since last spring



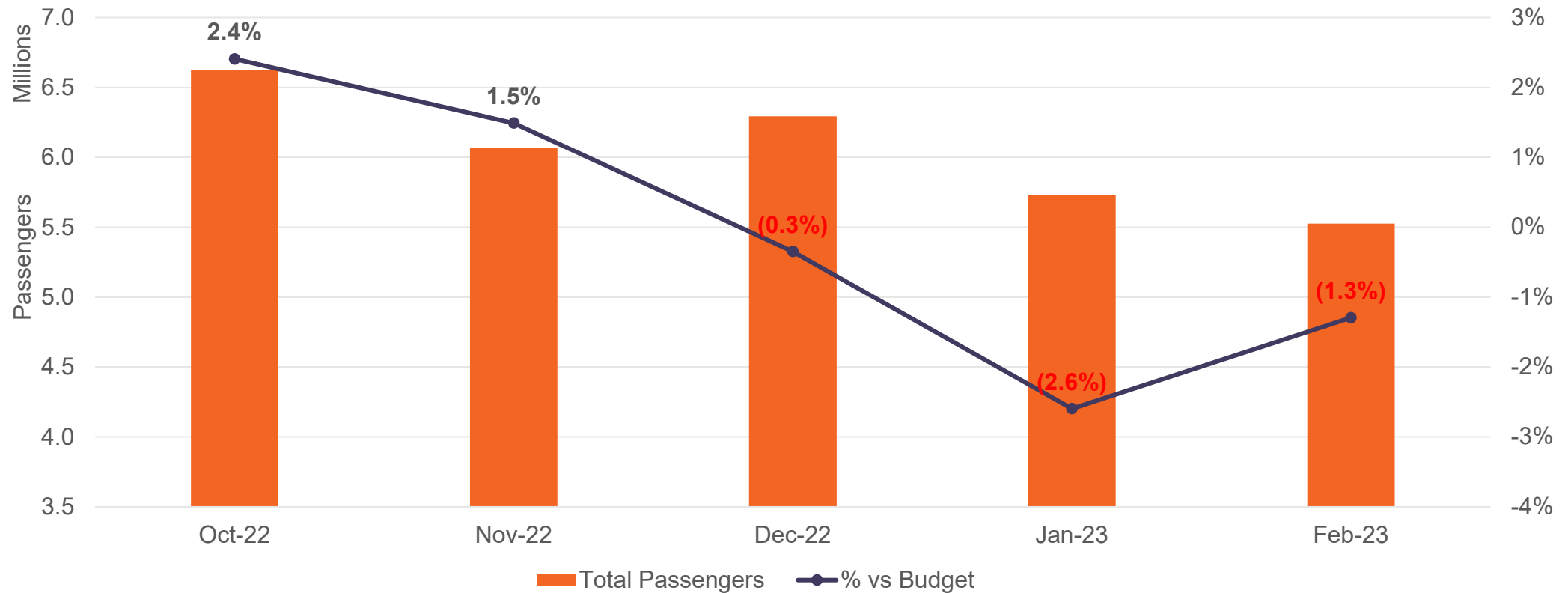
Source: DFW Internal Statistics

Note: All figures vs. Calendar Year 2019

# FY22 total pax reached 99% of 2019 levels, and FY23 is expected to exceed 2019 by 8%

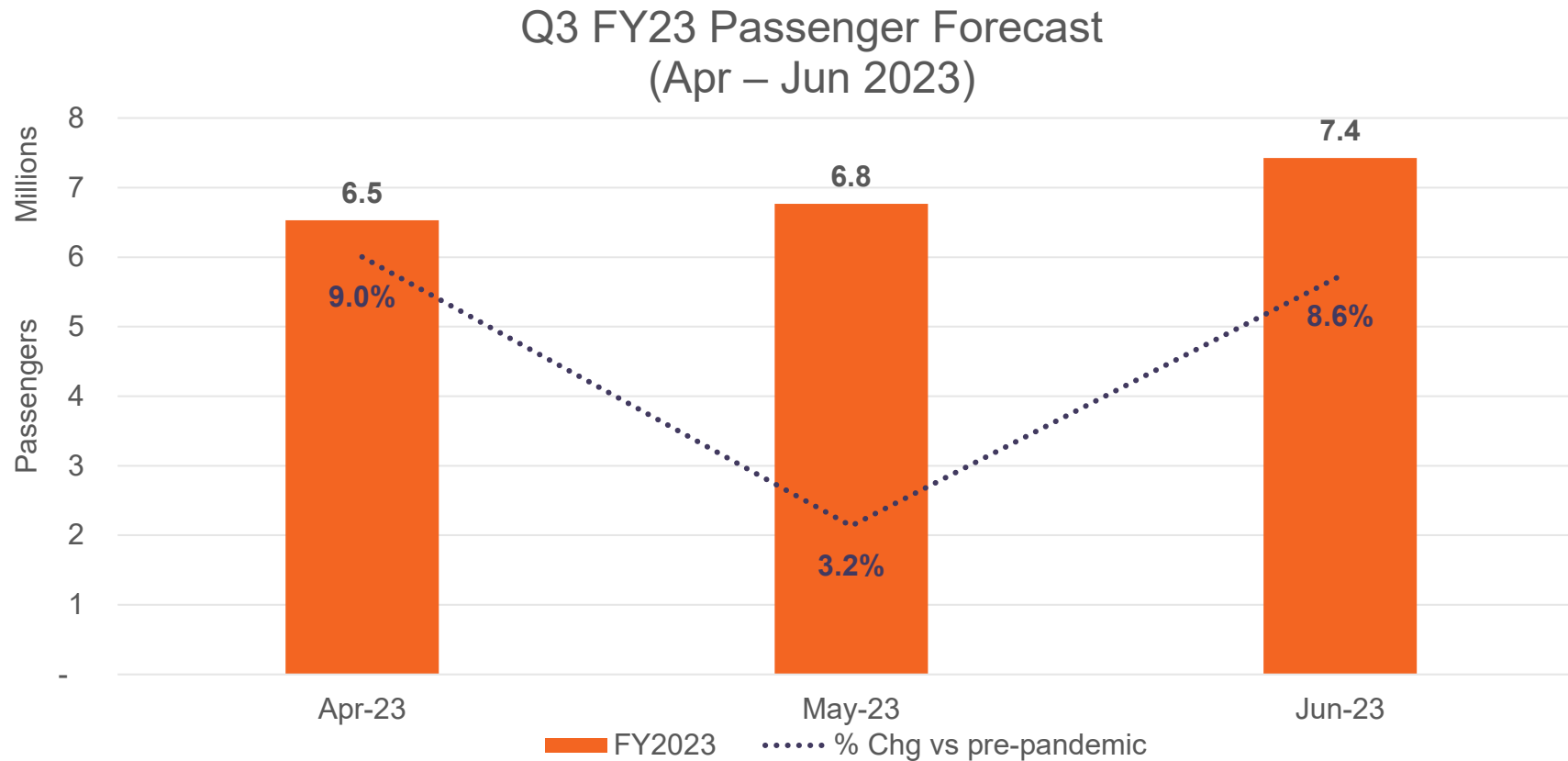


# FY23 total pax is in line with budget, despite negative impact of winter storms in Jan-Feb 2023

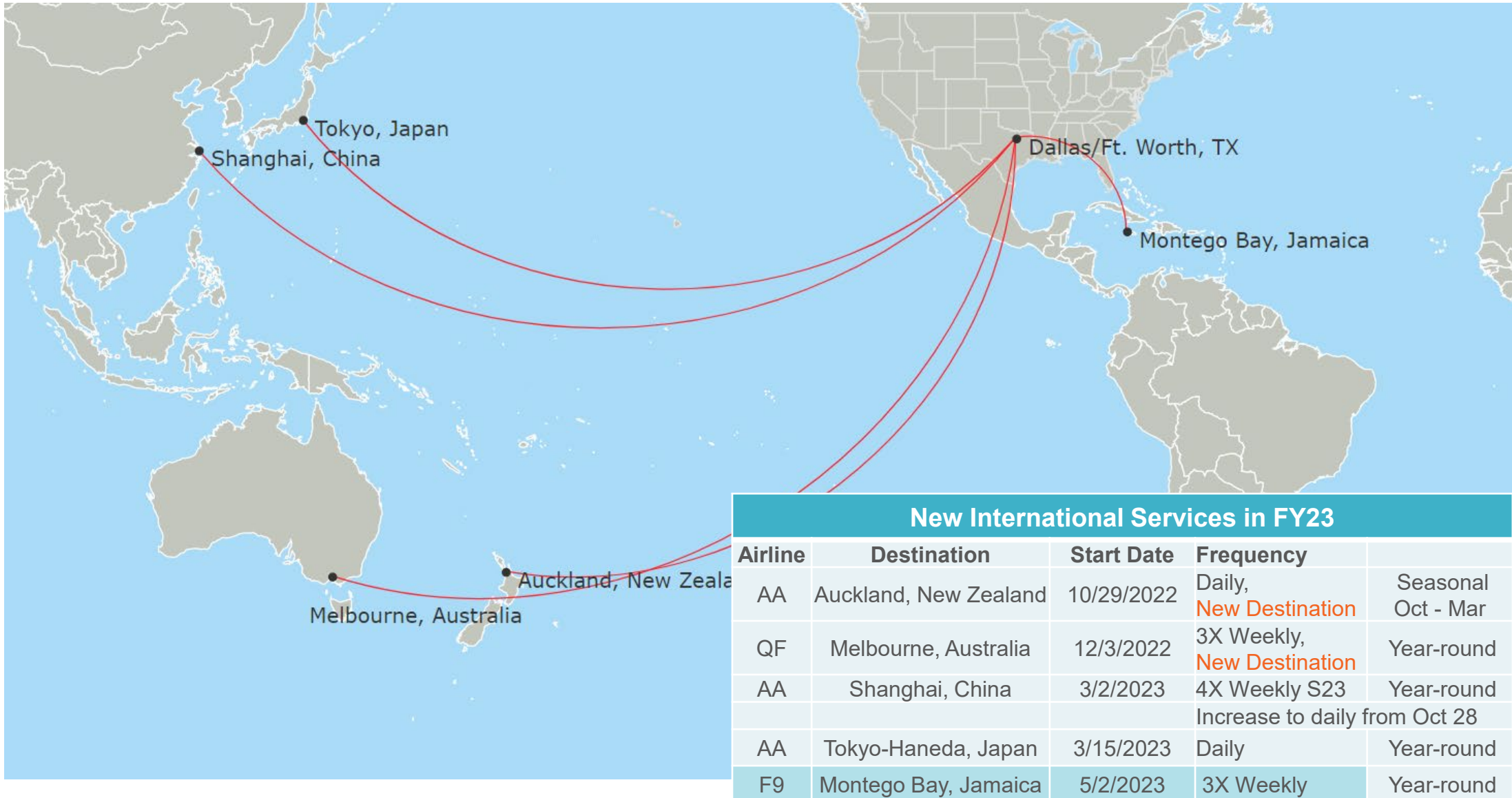




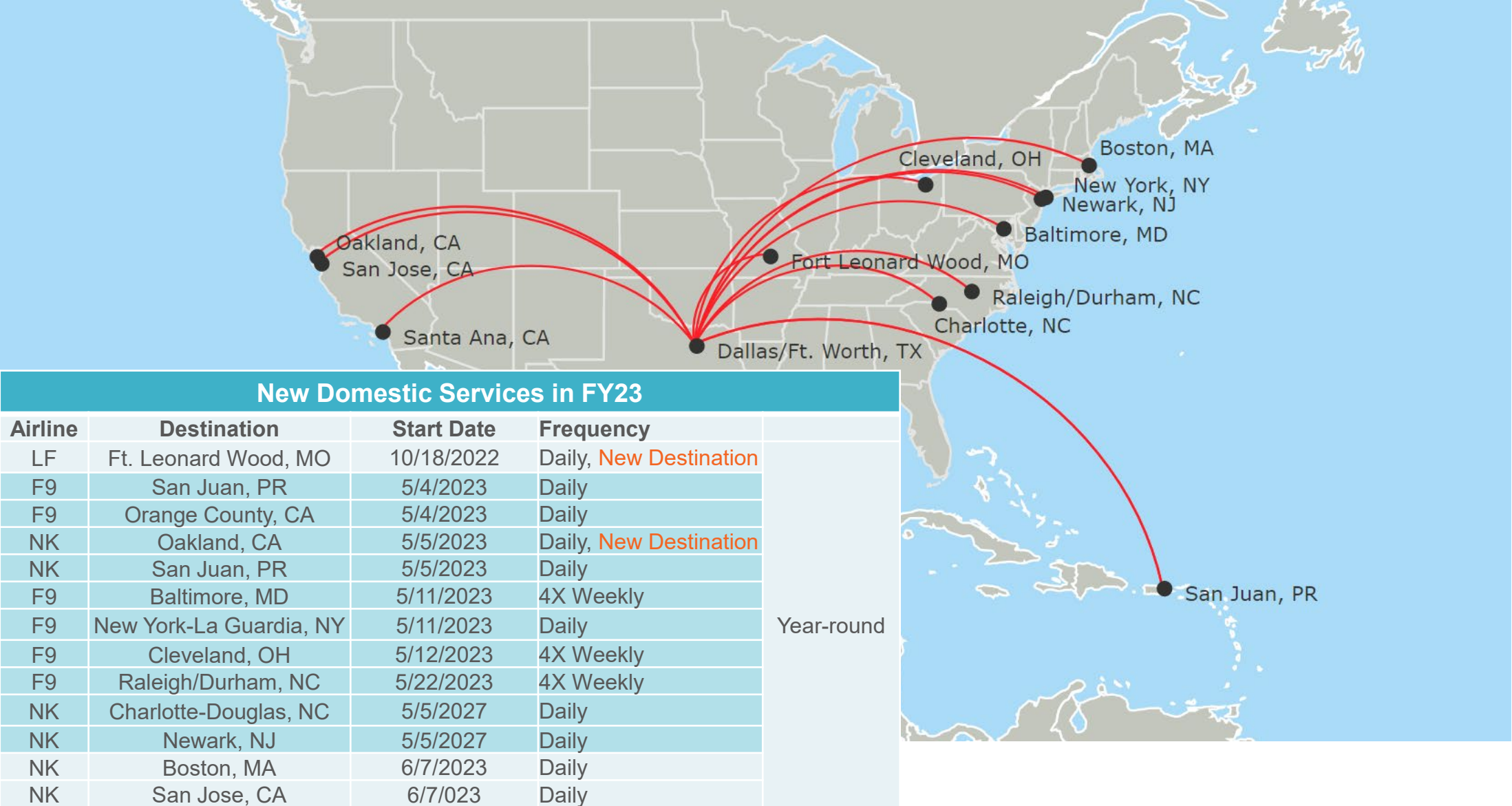
# Q3 FY23 pax is projected to remain strong compared to pre-pandemic volumes



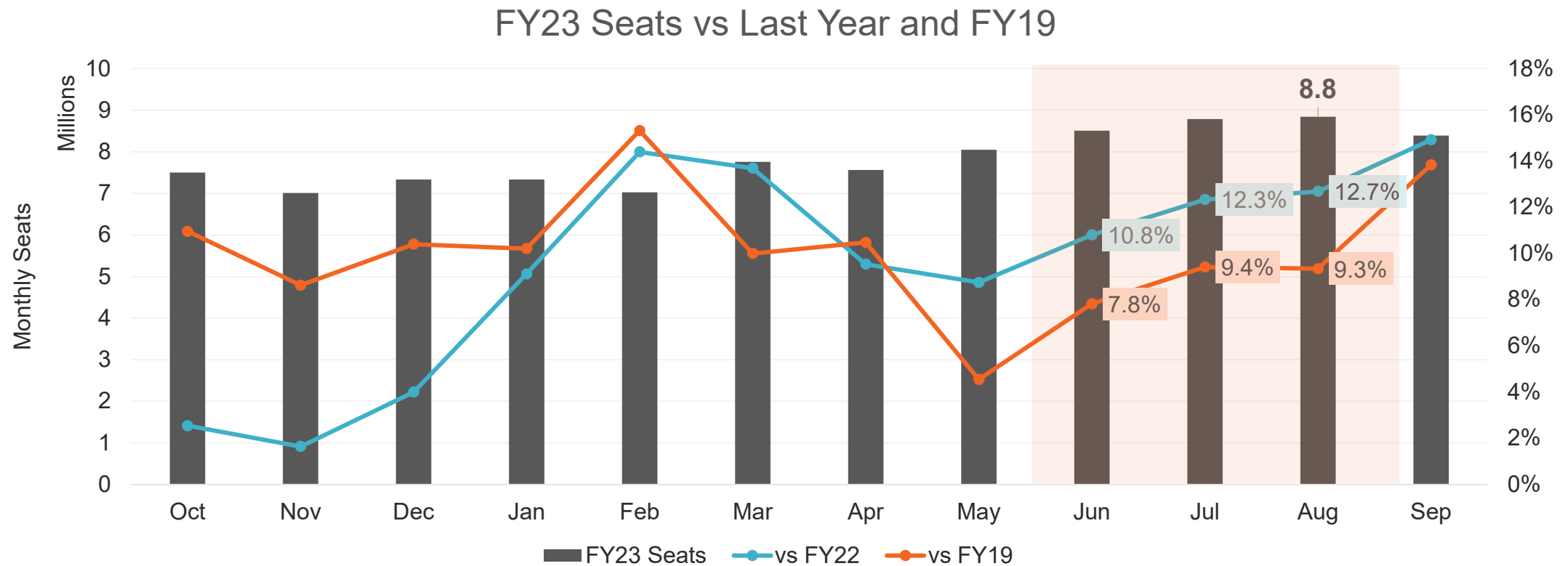
# DFW adds 5 international services in FY23



# DFW adds 13 domestic services in FY23

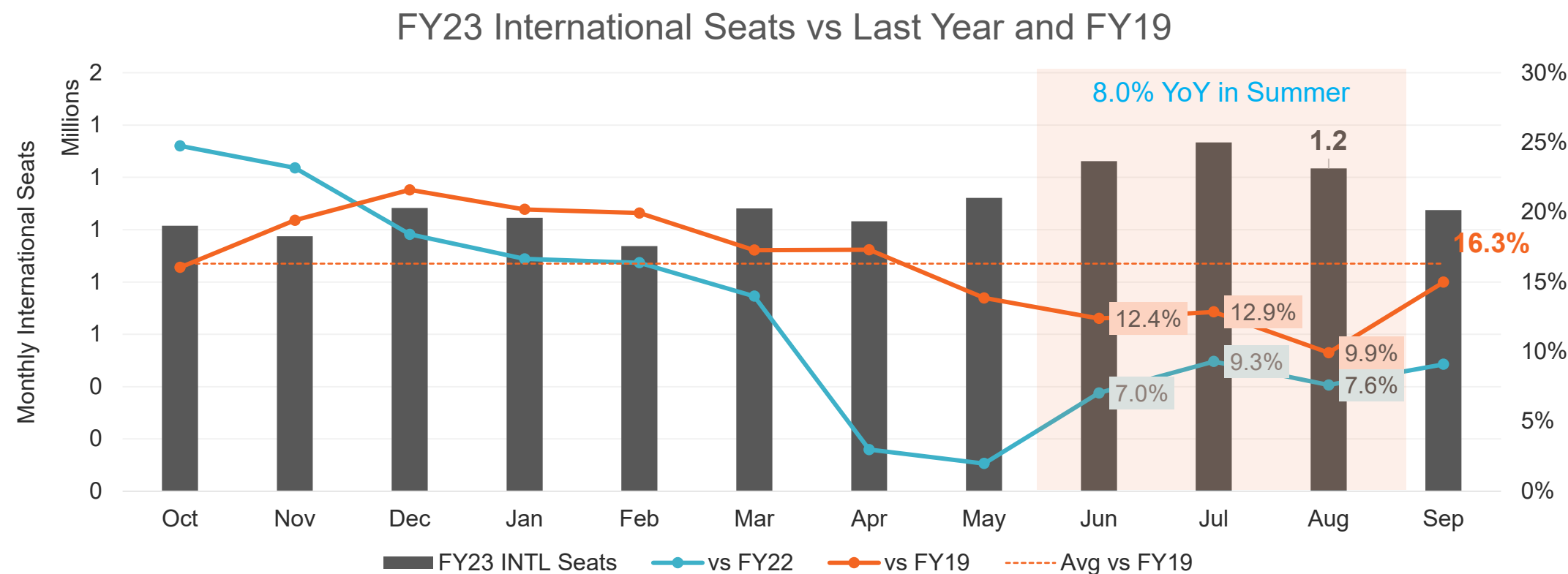


# Seat capacity will surpass FY19/FY22 levels and grow through the summer

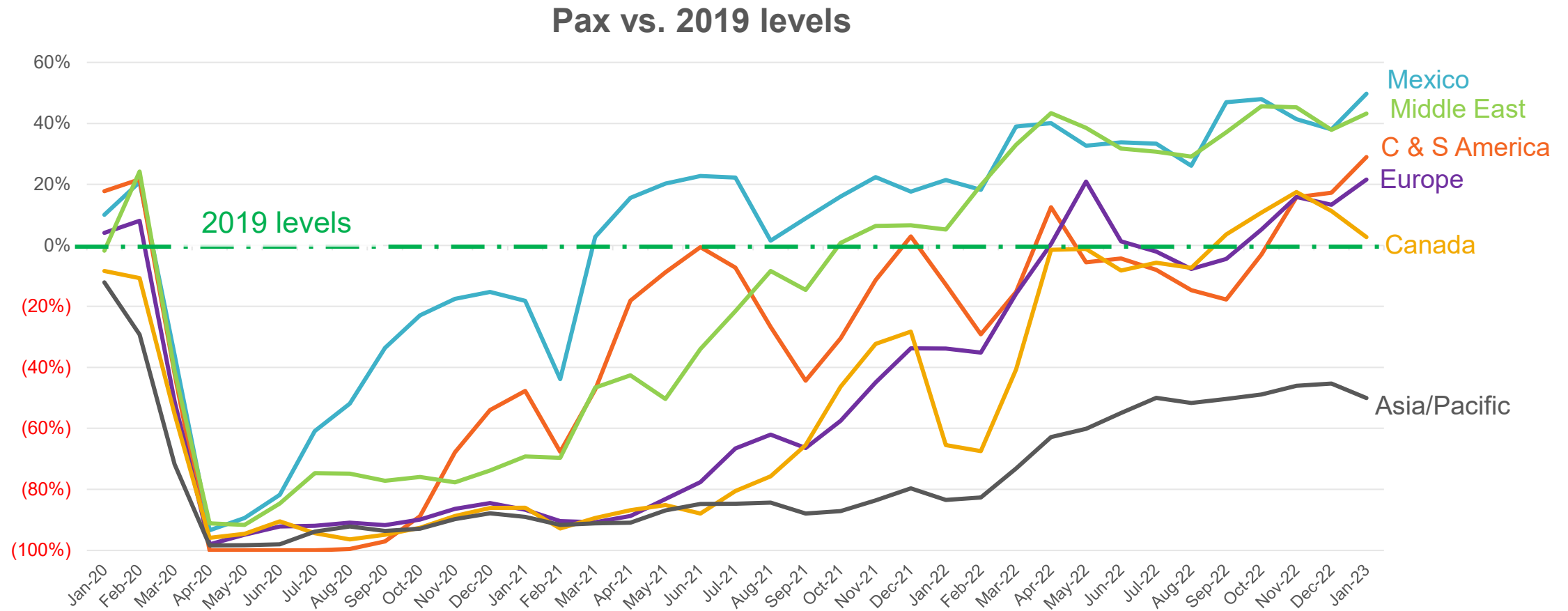




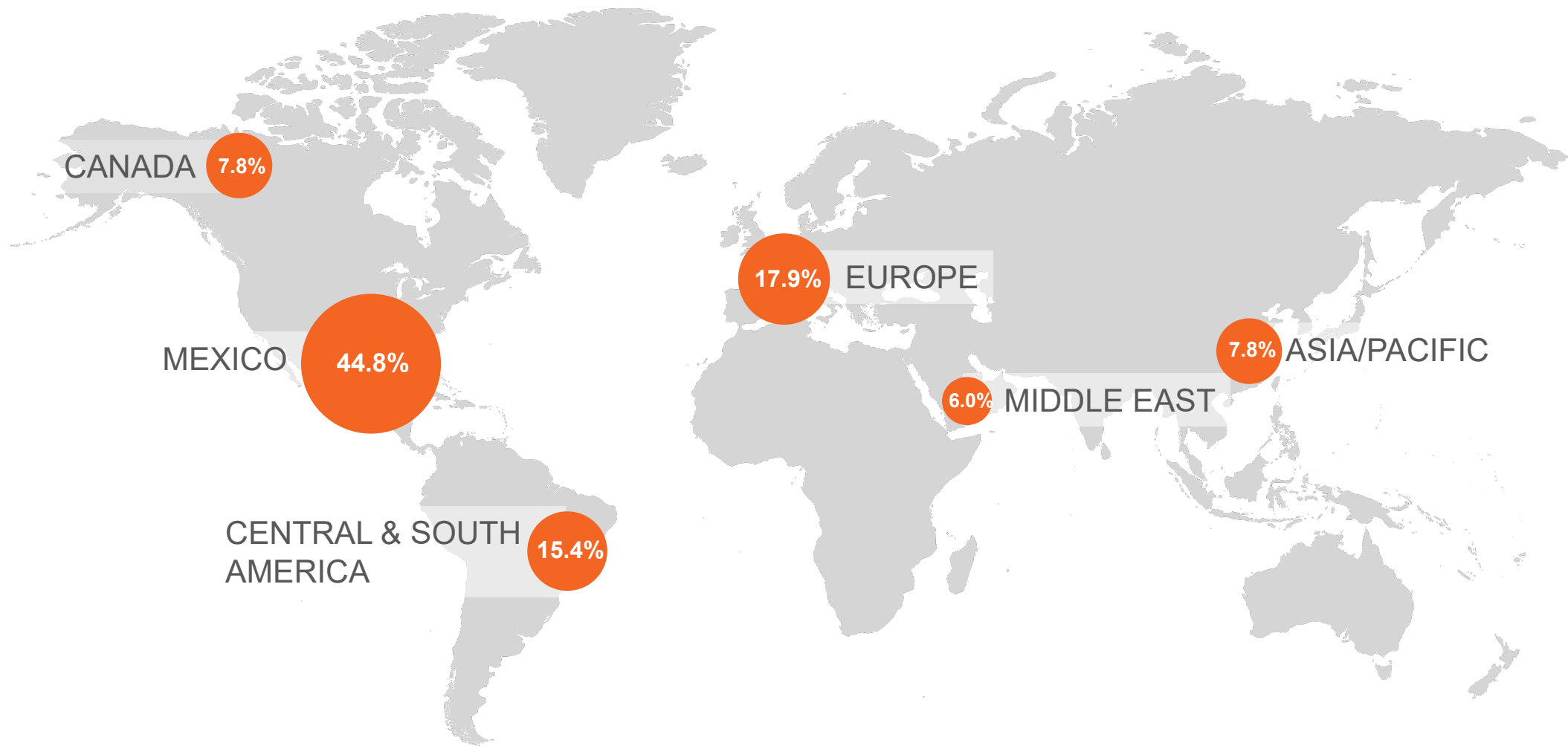
# International seats will also surpass FY19/FY22, growing 8% YOY



# International regional traffic has exceeded pre-pandemic levels with exception of Asia/Pacific



# Mexico represents nearly 1/2 of all international passengers







Break



An American Airlines aircraft is silhouetted against a bright orange sunset sky. The plane is in flight, with its landing gear visible. In the background, an airport control tower and other airport structures are visible on the horizon. The foreground is filled with tall, golden-brown grass.

# Bonfire & Lessons Learned

Bruce D. Collins

Vice President, Procurement & Materials  
Management

Miriam Seymour, Contracts Manager

Latrece Crownover, Sr. Contract Administrator





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## Vice President Procurement & Materials Management

Bruce D. Collins

Bonfire & Lessons Learned



# PMM

## Mission | Vision | Beliefs

Our mission is to provide an inclusive, integrated, and respectful Procurement & Material Management solution.

Our Vision is to improve predictability in the customer experience by adding a comprehensive value to the procurement process.





# Doing Business with DFW

DFW has a centralized procurement model. PMM manages all procurement and purchasing requirements for DFW departments.





# PMM Core Functions and Responsibilities

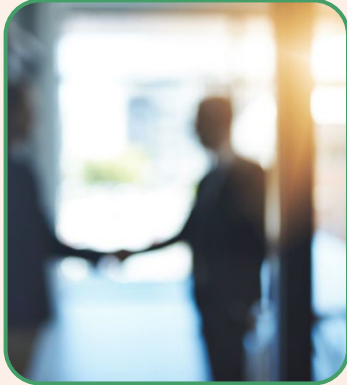
- Formal Procurements
- Informal Procurements and P-Card Transactions
- Consulting and Advanced Procurement Planning Services (Annual Buying Plan)
- Contract Administration
- Contract Compliance Support
- Vendor Management
- Vendor Performance Management System
- Warehouse and Inventory Control Management





# What we do...

## Procurement



Facilitation of  
Bidding and sourcing  
Processes

Compliance with  
applicable  
Procurement Policy &  
Law

Emergency Purchases

Demonstration  
Agreements

## Contracting



Services, Design,  
Code &  
Construction

Stakeholder  
Engagement

Issuance Delivery &  
Purchase Orders

Contract  
Administration

Legal & Audit  
Support

Contract Payments

## Warehouse



Supply Inventory  
Control

Receiving &  
Delivery

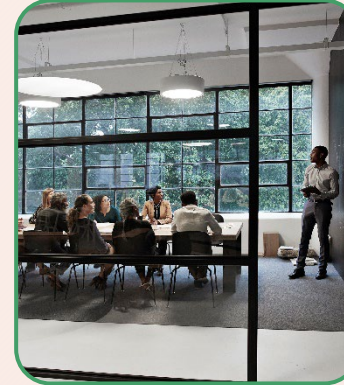
Reorder  
Management

Customer Order  
Processing

Storage, Surplus &  
Salvage

Mailroom  
Management

## Board Action



Development of  
Board Actions

Approval of  
Purchases &  
Contracts

Renewal Lists

Stakeholder  
Engagement

Required  
Documentation

## Support



Oracle Data System

Supplier & Contract  
database

P-Card  
Administration

Bonfire Solicitation  
Platform

Open Records  
Requests

Contract Close-outs

Vendor Performance  
Management

# Overview

- DFW Airport implemented an electronic solicitation portal known as Bonfire. The portal will:
  - Expedite the solicitation process, reducing timelines and increasing competitive bids;
  - Provide a convenient solicitation process with full customer support;
  - Automate bid tabulations and evaluations, eliminating potential for error; and
  - Provide a secure process with compliance and accessibility features.
- The new portal will be available online 24/7 from most electronic devices
- Bonfire Hub may sound familiar as several Texas municipalities and agencies are currently using this Portal as well
  - City of Frisco
  - Denton County
  - City of Dallas



# Addressing DFW's Key Results

Bonfire supports the Airport's goal to:

- Create an Exceptional Customer Experience
- Maximize Business Performance
- Drive Operational Success
- Strengthen Community Impact



# What Bonfire Offers You

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An eProcurement platform used by the public sector to streamline the Request for Proposal and evaluation processes.

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Once registered, Concessionaires can view and download proposals from any organization's Bonfire Portal.

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Concessionaires can submit electronically proposals from the comfort of their office or home.

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Provides an electronic proposal submission portal that complements the five hardcopy binder submissions required for Concessions proposals.



# Cone of Silence

- Developed to ensure proper and fair evaluation. It is designed to protect the integrity of the proposal process by shielding it from undue influences.
- It begins with the RFP advertisement/release and ends with the Board's selection for RFPs, noting that release of some information is restricted by law.
- Potential proposers cannot discuss any aspect of a released solicitation with Airport personnel with the exception of the contract administrator listed in the RFP.
- All documentation and correspondence must be submitted via Bonfire and paper copies.
- Proposals must be submitted by the deadline and time stated.







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# Sr. Contract Administrator

## Procurement & Materials Management

Latrece Crownover

Bonfire & Lessons Learned

# Introduction to Bonfire



Supplier Registration



Navigating the Procurement Portal



Viewing Opportunities



Creating Submissions



# SUPPLIER REGISTRATION

- Registration for DFW's Bonfire Portal is quick, easy and free
- Once registered, you will be able to create submissions for the Open Public Opportunities.
- In addition to general organizational information, you will be able to:
  - Select commodity codes
  - Upload documents, including:
    - Insurance
    - ACDBE Certifications
    - MWBE Certifications (for design, construction, etc.).

The screenshot shows the 'Procurement Portal' interface. At the top, the title 'Procurement Portal' is displayed in blue, with 'Gisela Peters' below it. In the top right corner, there is a 'cloud DEMO' logo. Below the header, there are three navigation links: 'Log in', 'Open Public Opportunities', and 'Past Public Opportunities'. The main section is titled 'Register as a Vendor' with a plus icon and a person icon. It contains several input fields: 'ORGANIZATION NAME', 'FIRST NAME', 'LAST NAME', 'EMAIL', 'EMAIL (AGAIN)', 'PASSWORD', and 'PASSWORD (AGAIN)'. A 'Create account »' button is located below the password fields. At the bottom, there is a section for logging in with a Bonfire Account, including a link to 'Show account login screen »', and a 'Need Help?' section with a link to 'Contact Bonfire Support here »'.

portal

**Procurement Portal**  
Gisela Peters

cloud  
DEMO

[Log in](#) [Open Public Opportunities](#) [Past Public Opportunities](#)

**Register as a Vendor**

ORGANIZATION NAME

FIRST NAME LAST NAME

EMAIL EMAIL (AGAIN)

PASSWORD PASSWORD (AGAIN)

[Create account »](#)

**Log in with your Bonfire Account**  
[Show account login screen »](#)

**Need Help?**  
[Contact Bonfire Support here »](#)

# Commodity Codes

Commodity Codes help match you to future bid opportunities in your Service Region, with Dallas Fort Worth International Airport and other organizations. You can always go back and change them later. **You must select at least one Commodity Code.**

Click a code to expand, or search by code or keyword to find codes.

Code Set: US\_NAICS\_2017 Code:      Keyword:

Code	Title	Description	Add
11	Agriculture, Forestry, Fishing and Hunting		
21	Mining, Quarrying, and Oil and Gas Extraction		
22	Utilities		
23	Construction		
31	Manufacturing		
32	Manufacturing		

## Service Regions

Specifying Service Regions lets Bonfire know where you deliver services. Bonfire uses this information, in conjunction with Commodity Codes, to match you to Bid Opportunities.

☐ [Notify me of any opportunities that match my commodity codes](#)

Include all commodity codes that align with your services.

Select the box that reads ***Notify me of any opportunities that match my commodity codes.***

You can return to this page and add or remove any commodity codes :

***Settings → Global Vendor Record →  
Commodity Codes/Opportunity Matching***



# Navigating The Procurement Portal

The DFW Procurement Portal is public. Anyone can view the listing of Open and Past Public Opportunities.

The Procurement Portal will provide an overview of the Status, Solicitation Number, Project Name, Relevant Department, Close Date, and the number of days left to submit a bid/proposal.

In order to download documents or create a submission you must be logged-in to the Procurement Portal and select ***View Opportunity***.

Procurement Portal							DFW	
Dallas Fort Worth International Airport								
Department: <span>All</span>								
<span>Open Public Opportunities</span> <span>My Opportunities</span>								
							<input type="text" value="Search"/>	
Status	Ref. #	Project	Department	Close Date	Days Left	Action		
OPEN	RFQ# 279637	Motor Ceramic Bearing Change Out	Energy Transportation Asset Mgmt	Feb 13th 2023, 2:00 PM CST	4	<a href="#">View Opportunity</a>		
OPEN	RFQ# 279656	Annual Subscription for Condition Assessment Software	Energy Transportation Asset Mgmt	Feb 13th 2023, 2:00 PM CST	4	<a href="#">View Opportunity</a>		
OPEN	RFQ# 279657	Drones	Public Safety	Feb 14th 2023, 2:00 PM CST	5	<a href="#">View Opportunity</a>		
OPEN	RFQ No. 279674	Gearbox Oil	Energy Transportation Asset Mgmt	Feb 14th 2023, 2:00 PM CST	5	<a href="#">View Opportunity</a>		
OPEN	RFQ 279501	Refrigerant Compressors	Energy Transportation Asset Mgmt	Feb 15th 2023, 2:00 PM CST	6	<a href="#">View Opportunity</a>		
OPEN	RFQ# 279658	Small Strippers	Energy Transportation Asset Mgmt	Feb 15th 2023, 2:00 PM CST	6	<a href="#">View Opportunity</a>		
OPEN	Solicitation No. 8005542	External Audit Services	Audit Services	Feb 16th 2023, 2:00 PM CST	7	<a href="#">View Opportunity</a>		

# Viewing Opportunities

- The **Project Details** page includes relevant information to the solicitation, including:
  - Type of Solicitation
  - Status
  - Important Events
  - All Supporting Documentation
  - Decisions/Package Options
  - Requested Information
  - Messages/Public Notices
    - *Keep a look out for public notices as they will alert you to new Addendums or Requested Information*

## Solicitation No. 8005540 - Insurance Broker of Record

Dallas Fort Worth International Airport [Back to list](#)

DFW

### Project Details

Project: Insurance Broker of Record

Ref. #: Solicitation No. 8005540

Department: Risk Management

Type: RFP

Status: **OPEN**

Open Date: Jan 23rd 2023, 8:00 PM CST

Intent to Bid Due Date: Feb 21st 2023, 2:00 PM CST

Questions Due Date: Feb 7th 2023, 4:00 PM CST

Close Date: Feb 21st 2023, 2:00 PM CST

Days Left: 12

#### Project Description:

General Description: 1.5 The Contractor shall procure insurance policies with Insurance Carriers licensed by Texas Department of Insurance and authorized to transact the lines of business specified.

Contract Term: One (1)-year period with options to renew for four (4) additional one (1)-year periods.

Minority/ Women Business Enterprise (M/WBE) Goal: Goal for this contract is 20%.

Applicable Laws: This solicitation is being conducted in accordance with Texas Local Government Code Title 8, Subtitle A, Chapter 252 and/or Government Code 2254, as applicable.

#### Important Events:

Status	Event Name	Location	Description	Dates	Mandatory
ONGOING	Open Date	Online Portal	Posting date for the Opportunity	Jan 23rd 2023, 8:00 PM CST	N/A

February 2023

prev next

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
OPEN						
		2...				
5	6	7	8	9	10	11
OPEN						
12	13	14	15	16	17	18
OPEN						
19	20	21	22	23	24	25
OPEN						
26	27	28	1	2	3	4



# Creating Your Submission

Select your decision or Concessions Opportunity Package(s).

This will allow you to only submit documentation that is pertinent to the packages you would like to bid on.

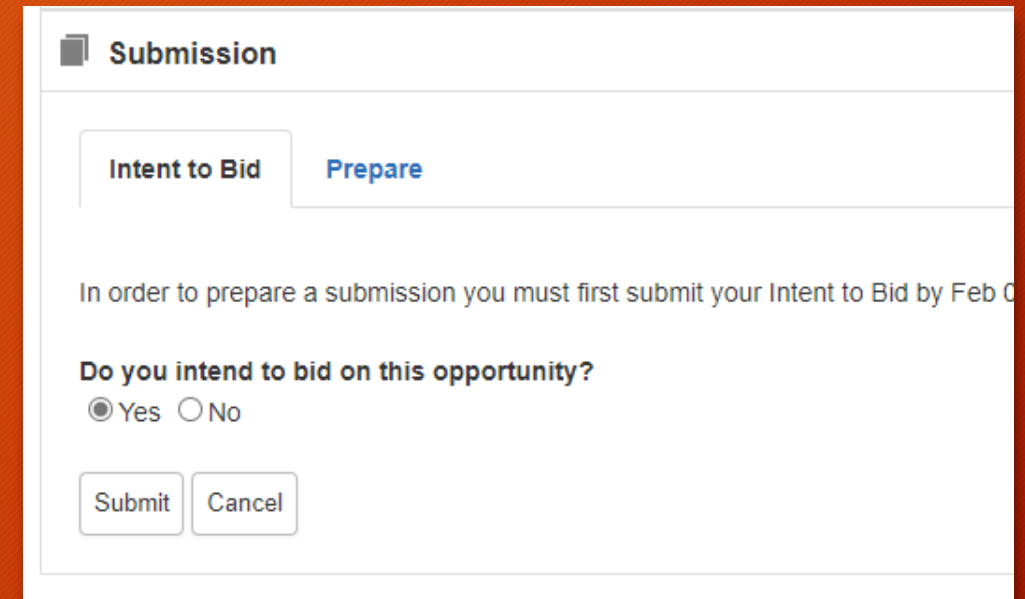
**Step 1: Select Decisions**

<input type="checkbox"/>	CONCESSIONS OPPORTUNITIES	→	FB-1 SWEET SNACK
<input type="checkbox"/>	CONCESSIONS OPPORTUNITIES	→	FB-2 SALTY SNACK
<input checked="" type="checkbox"/>	CONCESSIONS OPPORTUNITIES	→	FB-3 GELATO-FROZEN TREAT
<input type="checkbox"/>	CONCESSIONS OPPORTUNITIES	→	FB-4 TEXAS CUISINE
<input checked="" type="checkbox"/>	CONCESSIONS OPPORTUNITIES	→	FB-5 ENTERTAINMENT BAR

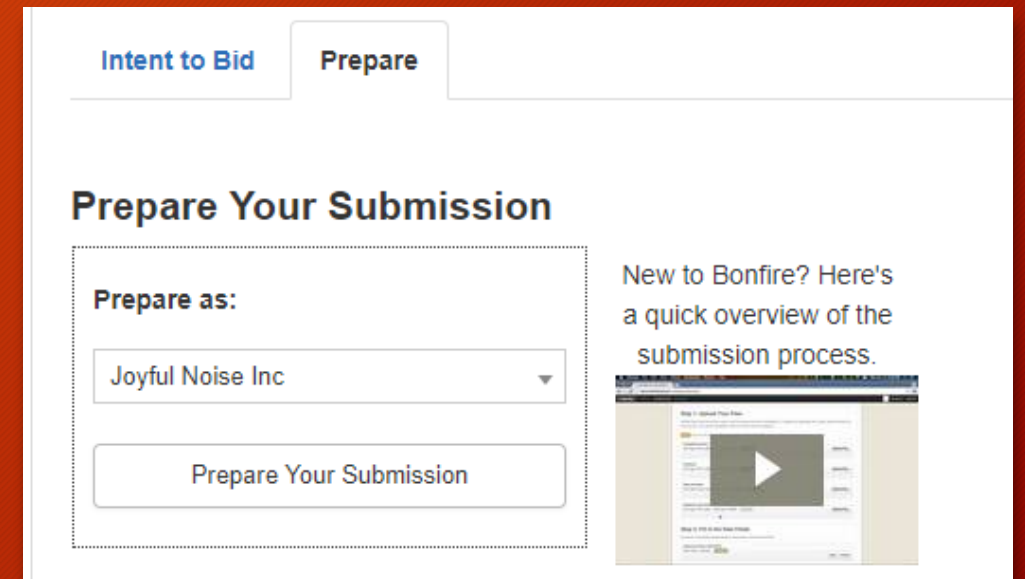
*Showing 1 to 5 of 5 entries*

# Beginning Your Submission

- Download and review all supporting documentation.
- You “must select **YES**” if you intend to respond at the bottom of this screen.
- Then select ***Prepare Your Submission***.
- This platform will automatically save all information, uploaded documentation, and selections.



The screenshot shows the 'Submission' page with two tabs: 'Intent to Bid' and 'Prepare'. The 'Prepare' tab is active. Below the tabs, there is a message: 'In order to prepare a submission you must first submit your Intent to Bid by Feb 0'. Below this message is a question: 'Do you intend to bid on this opportunity?'. There are two radio buttons: 'Yes' (selected) and 'No'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.



The screenshot shows the 'Prepare Your Submission' page. At the top, there are two tabs: 'Intent to Bid' and 'Prepare'. The 'Prepare' tab is active. Below the tabs, there is a section titled 'Prepare Your Submission'. Inside this section, there is a label 'Prepare as:' followed by a dropdown menu showing 'Joyful Noise Inc'. Below the dropdown menu is a button labeled 'Prepare Your Submission'. To the right of the 'Prepare Your Submission' section, there is a text box that says 'New to Bonfire? Here's a quick overview of the submission process.' Below this text box is a video player showing a thumbnail of a video.

# Finalizing Your Submission

- Bonfire will not verify the contents of your documents, only you can do that
- Make sure you title the documents appropriately on your computer, then upload the corresponding documents to each field.
- Confirm your documents are correct before you submit your proposal.



# Check Your Documents

## ONE LAST TIME

**Submission Receipt**  
Dallas Fort Worth International Airport

DFW

Project Details

SUBMISSION COMPLETE!

Your submission has been finalized. Please see below for your confirmation details.

**Confirmation Details**

Project:	Request for Proposal - Concessions TEST
Ref. #:	TEST2
Submission Time:	Feb 08, 2023 9:39 PM CST
Name:	Joy Tuider
Email:	joytuidr@yahoo.com
Organization:	Joyful Noise Inc
Decisions:	Concessions O → B-1 Sweet Snack Concessions F → FB-4 Texas Cuisine
Requested Documents:	W9 - Required W9.pdf Exhibit B - Business Disclosure Form - Required Exhibit_A_-_Proposal_Acknowledgement.pdf Exhibit G - Workforce Composition Form - Required Information_Questionnaire_(Q-59QW).xlsx

Correct

Incorrect

Incorrect



# Vendor Submission Overview



[support.gobonfire.com](https://support.gobonfire.com)





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# Contracts Manager Procurement & Materials Management

Miriam Seymour

Bonfire & Lessons Learned

# Key Bonfire Takeaways



Can I update my proposal after it is uploaded into Bonfire? Answer: Yes, *you can* change/update your submission but only until the closing/due date and time. Make sure changes are reflected in the hardcopy version.



Make sure the content matches the title



Bonfire will not confirm the content



If you have an issue uploading a document, ensure the document is COMPLETE, then re-upload.



Check your documents.



DO NOT WAIT until the last minute.

# Key Lessons Learned for Proposals



Make sure all information is correct and complete and all required documents are submitted. Place RFP Concept Number on Everything.



Provide the required deposit for each location proposed.



Respond to what the RFP requests and avoid placing limitations or conditions.



Don't just state what you are offering; explain why it will work and is best in class for the Airport's traveling public.



Deposit Checks must be provided to the Contract Administrator for each location prior to the proposal due date and time. Checks will be returned after Airport Board approval of awardees.



**DO NOT WAIT** until the last minute to prepare proposal. Understand that teaming efforts, subcontracting and preparation takes quality time.



# Contact Information

Latrece Crownover

Senior Contract Administrator

972-973-0995

[lcrownover@dfwairport.com](mailto:lcrownover@dfwairport.com)

Miriam Seymour

Contracts Manager

972-973-5631

[mseymour@dfwairport.com](mailto:mseymour@dfwairport.com)

A man with a beard, wearing a white shirt, is holding a large, clear, rectangular award plaque. The plaque has the DFW logo at the top, followed by 'ICE Terminal D - Gate 24 Services' and '2022 Business Performance Large Operator'. The background is dark and out of focus, with some greenery visible on the right.

# Concessions Program

Zenola Campbell  
Vice President, Concessions

# DFW Concessions

**2021:**

## **FAB Superstars (Moodie Davitt Report)**

- Innovation Award (Americas) – Stores/Admin/Logistics: Terminal D Extension

**2022:**

## **Airport Council International (ACI)**

- Concept Award: Best New Passenger Experience Concept award winner is Capital One Lounge at Dallas Fort Worth International Airport (DFW)

**2023:**

## **Airport Experience News (AXN)**

- Outstanding Woman in Leadership – Zenola Campbell
- Airport with the Highest Regard for Customer Service
- Best Sustainability Initiative in Airports





# 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
- Provide a frictionless experience with customer centric options and designs that add to the customer overall experience





# DFW Concessions Program

One of the largest concessions programs in N. America

- Over 200 shops, restaurants, and services
- Generated over \$99M in revenue in FY22

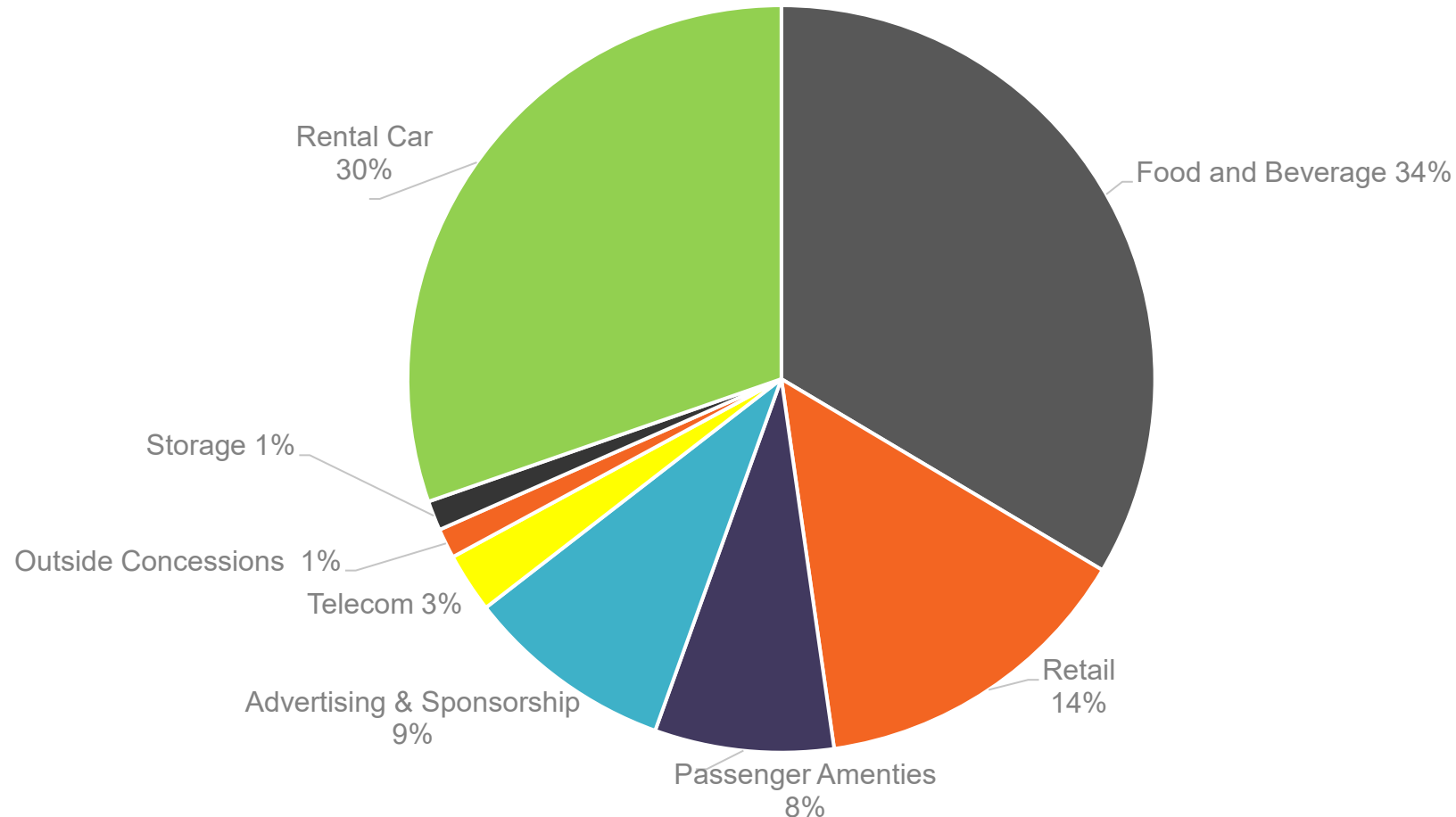
Rental Car Center

- Generated over \$41M in revenue in FY22
- Over 3.4M passengers in FY22



# Background

Concessions – FY23 Outlook representing all the categories within the major lines of businesses





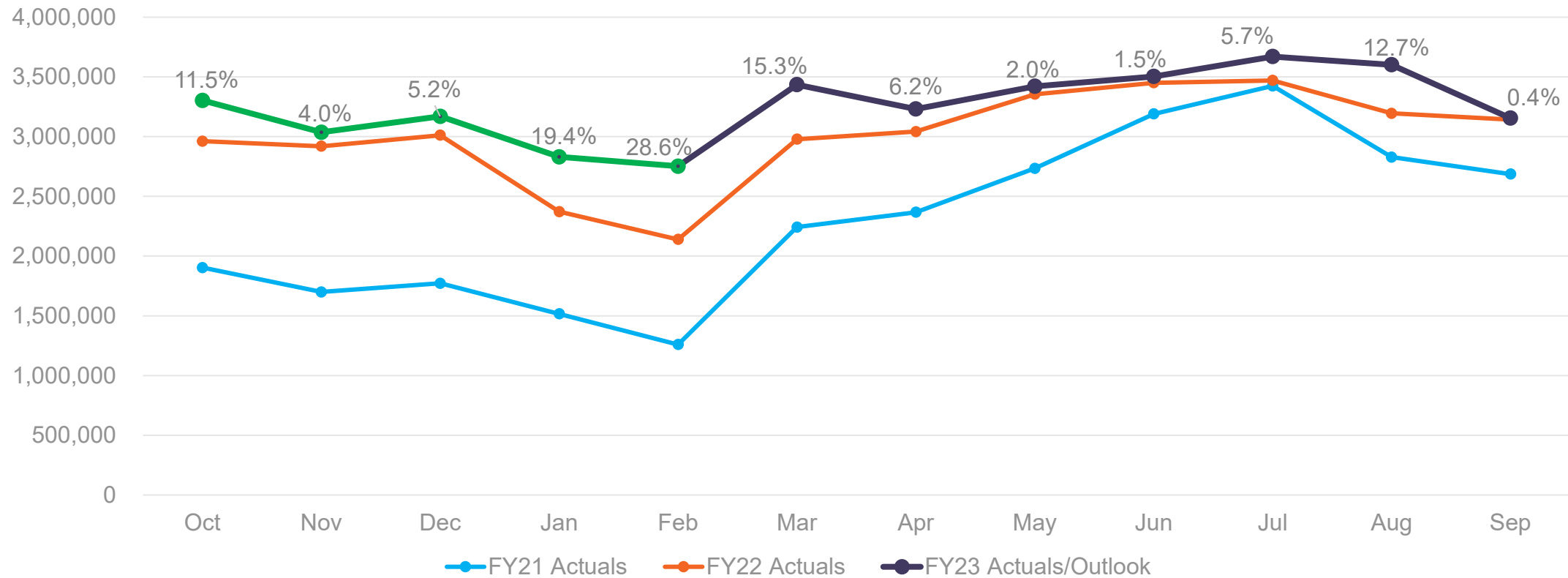
# DFW Concessions Policy

## CAP Policy

No one concessionaire (including related entities, i.e.—entities owned or controlled by the same persons or within the first degree of consanguinity or affinity to the same person) may own, control, manage or operate more than **25%** of concession lease locations for any line of business (e.g.—25% food & beverage and 25% specialty retail will not violate this policy), and no one concessionaire may own, manage or operate more than **20%** of all concession locations in all terminals

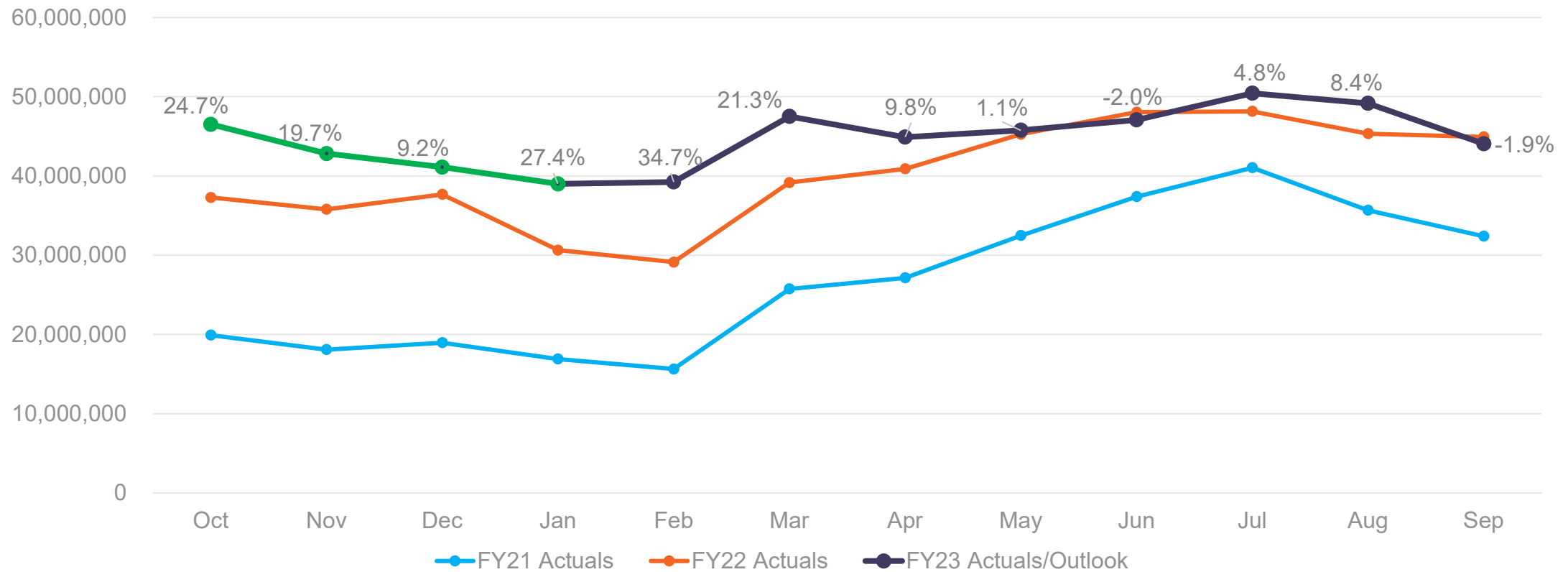
# Total Enplaned Passengers through February

FY23 Enplaned Passengers were up 8.5% vs FY22, up 41.6% over FY21



# Total Gross Receipts FYTD through February

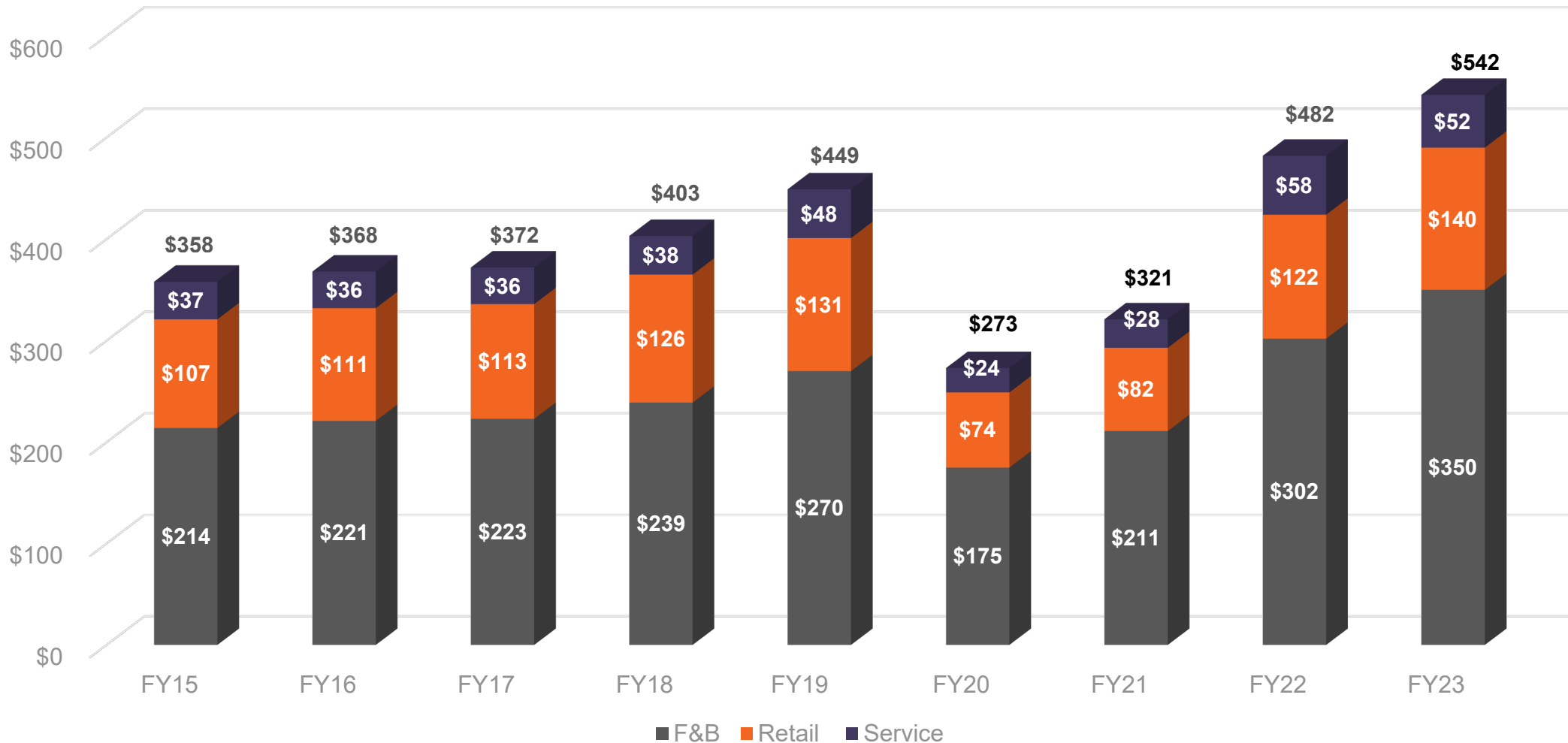
FY23 gross receipts were up 11.5% vs FY22, up 67.3% over FY21





# Concessions Performance

FY23 is projected to reach \$542M in total sales for Food & Beverage, Retail and Services.







# DFW Concessions Initiatives



# Business Performance

A Sense of  
Place

Concepts of the  
Region of Dallas  
and Fort Worth

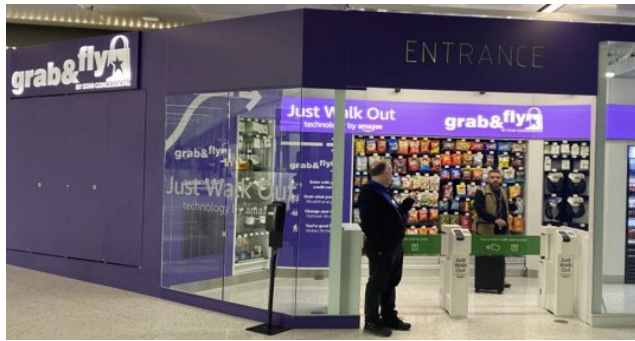
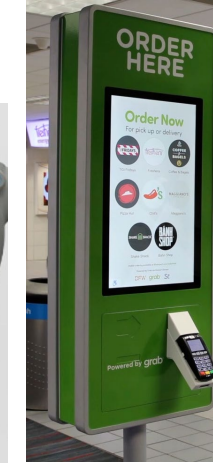




# Community Outreach



# Innovation



Embracing the everyday innovation mindset that empowers us to question, explore, and experiment.




**FOOD & RETAIL**  
Delivered to  
Your Gate

[dfwordernow.com](http://dfwordernow.com)

**ORDER NOW!**

No contact.  
No lines.  
No worries.





# DFW Airport Sustainability Goal

## Position DFW Airport to achieve Net Zero Carbon by 2030

- Sustainable Packaging
- Composting
- Grease Recycling
- Donations





## COMPOSTING GUIDE

YES ✓



Raw Fruit,  
Veggie Scraps



Bread, Grains,  
Pasta, Crackers



Egg Shells,  
Leaves, Flowers



Coffee Grounds, Filters,  
Shredded Paper, Tea Bags



Beans, Nuts,  
Seeds

NO ✖



Meats,  
Fish Bones



Liquids



Dairy  
Products



Glass, Metal,  
Plastic



Pet Waste  
Feces or Litter

# Composting Program

## Turn Composting Program

- ❖ In **2023** so far, 38 locations in all 5 terminals diverted **over 85,000 lbs.** (42.5 tons) of food waste from landfills.

SIGN UP HERE



Scan here to learn more  
about Turn and its residential  
& commercial services  
throughout Texas.

[turncompost.com](https://turncompost.com)

in @turncompost





# Ark of Hope

## DFW Airport Food Donation Program

Food donations are picked up from Terminal A, D and E docks on Monday, Tuesday and Thursday.

### What Can Be Donated?

- ❖ Ready To Eat Foods (Grab & Go)
- ❖ Cooked Proteins, Vegetables, & Pasta
- ❖ Bread & Baked Goods
- ❖ Pre-cooked Refrigerated and/or Frozen Items
- ❖ Retail (Food & Non-Food Items)
- ❖ Verify with Charitable Group the acceptance of foods past the "Best By" date

To Participate, contact:



**Kim East**








Tenant Logistics Manager  
Concessions  
T (972) 973 4642  
F (972) 973 4651



# Driving Operational Excellence

## Door Sensor Installation, POS Integration & Online Ordering



	7-Eleven Terminal C View on Map >	Open		Be Relax Terminal B View on Map >	Closed
	Auntie Anne's Terminal C View on Map >	Open		Cousin's Back P... Terminal B View on Map >	Closed
	Auntie Anne's Terminal B View on Map >	Open		Cousin's Bar-B-Q Terminal B View on Map >	Closed
	Banh Shop Terminal C View on Map > <a href="#">Order online</a>	Open			



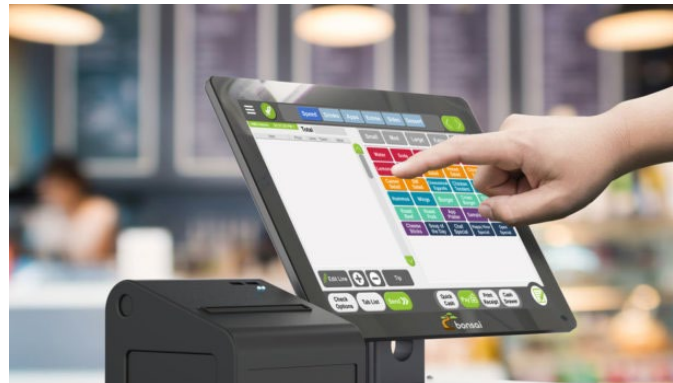


**DINE WITHOUT THE LINES**  
Save time. Order online

**DINE WITHOUT THE LINES**  
Save time. Order online.

Explore your options

Explore your options ▶



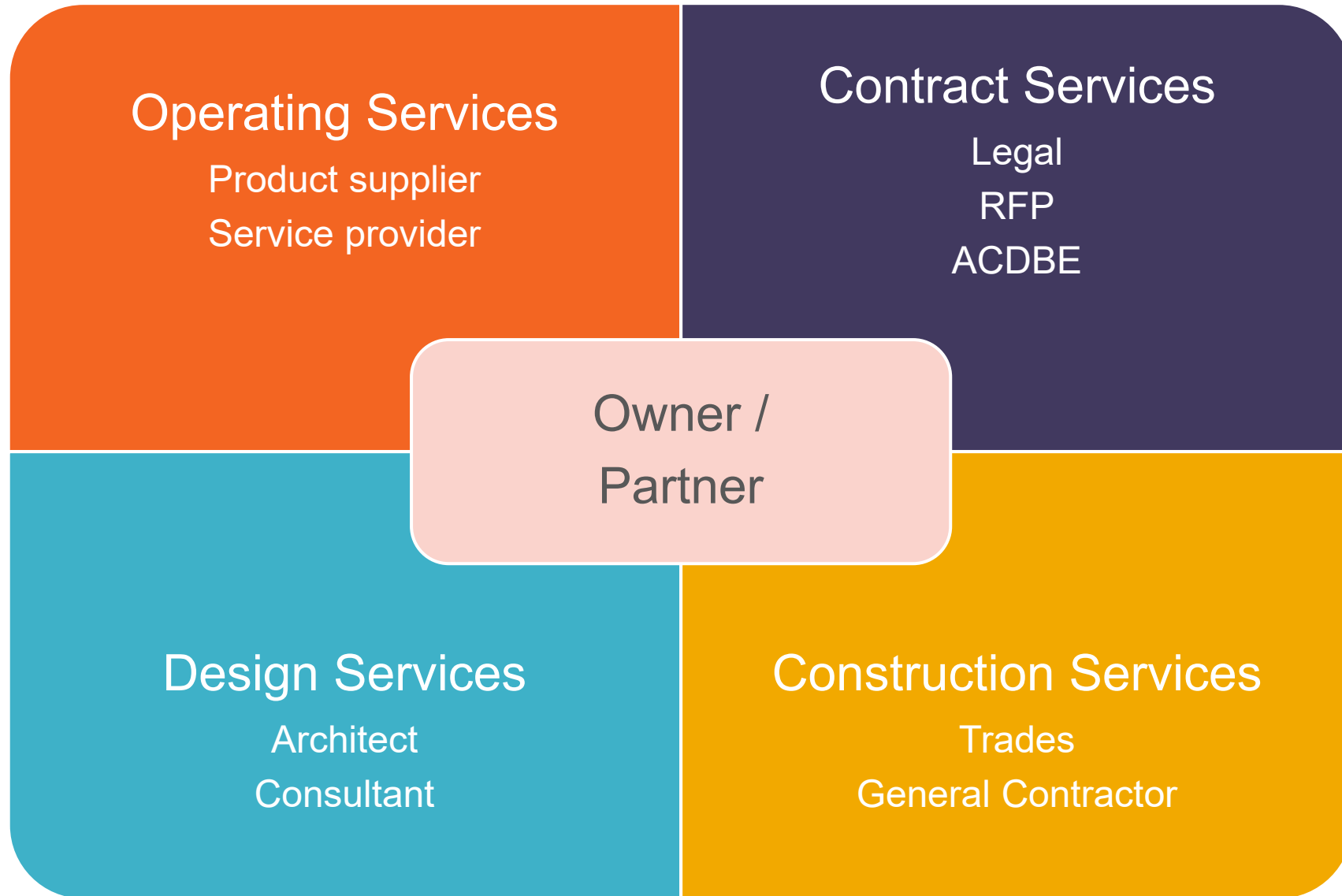


# How to do Business at DFW Airport

Jennifer Simkins

Assistant Vice President, Concessions

# Opportunities





# Operating & Contract Services

Become a Supplier/Provider/Service to Concessionaires

- ☐ Contact the companies that you want to do business with or Procurement for DFW service/supplier contracts
- ☐ Attend Community, Industry and DFW Events to learn about opportunities



# Design & Construction Services

## ☐ Research and Contact:

- Prospective Partners
- Current Concessionaires
- Current Awards

## ☐ Attend Community, Industry and **DFW Events** to learn about opportunities

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



# Owner / Partner

## 5 Steps to Become a Concessionaire





# Stay Informed

Become a Concessionaire – Own a Location



- ❑ Register on **DFW Airport Concessions** website
  - Automatic updates to public events and RFPs
  
- ❑ Attend Community, Industry and DFW Airport Events
  - Chamber of Commerce events
  - Events and meetings hosted by DFW Airport
  - Airport Revenue News (ARN) Conference
  - Airport Council International (ACI) Concessions Conference
  - Airport Minority Advisory Council (AMAC) Conferences
  - Retail and Food and Beverage industry specific conferences
  - Digital Technology Conferences
  - Sustainability Forums & Updates



# Participation Requirements

Become a Concessionaire – Own a Location

**DFW**

**Business Diversity &  
Development (BDD)**



## Doing Business with DFW Airport

Learn more about what it takes to do business with DFW. General requirements for Doing Business with DFW, Vendor Registration, M/WBE Program, Insurance & Bonding, Badging and Construction Safety Manual.



# Operational Differences

## Standards

Understand the Differences – Operational standards and Construction cost

### Governing Documents:

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





# Operational Differences

## Cost of Doing Business at an Airport



### Traditional Operating

- Build-out
- Rent
- Employees
- Insurance

### Operating at an Airport

- Build-out costs 20% - 40% higher, takes longer
- Construction Requirements unique to airport
- MAG plus Percentage Rent
- Operations & Maintenance Fees (O&M)
- TSA security requirements (Badging)
- Product logistics/distribution
- Off-hours operations (365 days/yr)
- Airline gate utilization & Flight Banking
- Annual surety bonds/deposits



# Operational Differences

## Construction Cost

### 2022 National Average

#### CONSTRUCTION COST PER SQUARE FOOT (PSF) AVERAGE COST PER SQUARE FOOT IN THE UNITED STATES

Commercial Office Space	Hospitality	Warehouse & Manufacturing Facilities	Healthcare	Schools	Universities	Public & Community Facilities	Parking Structures
Single story \$313 psf	3-star hotel \$478 psf	Regional distribution center \$214 psf	Medical office \$498 psf	Elementary - \$295 psf Middle school - \$325 psf High school - \$359 psf	Dormitory \$322 psf	Gymnasium \$403 psf	Above-ground /multi-level parking \$71 psf
Mid-rise \$562 psf	5-star hotel \$691 psf	Light industrial warehouse \$238 psf	Specialty clinic \$619 psf	Primary/Secondary \$327 psf	Standard classroom building \$580 psf	Police station \$580 psf	Below-ground /multi-level parking \$143 psf
High-rise \$660 psf		Tech lab factory \$635 psf	Acute care facility \$888 psf		Admin building \$596 psf	Government admin building \$591 psf	
					Laboratory \$756 psf	Museum/Performing arts center \$892 psf	

### DFW Average

2021/2022 Average Cost / SF

Retail: \$434.25 / SF

F&B: \$608.00 / SF

Combined \$521.00 / SF

#### Factors that impact construction cost

Building Type

Occupancy/Usage Type

Material Cost

Level of Finishes

Labor Cost

Smaller square footages have higher costs/sf

# Operational Differences

## Construction Timeline



### 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 (30 Days)	Day	121
Potential Re-submittal (14 Days)	Day	135
Code Approval Permit Issued (14 Days)	Day	149
Pre Construction Meeting (5 Days)	Day	154
<b>Construction Process</b>		
Construction Timeline, varies by concept	<u>90 to 180</u>	
<b>Total Project Process</b>	<b>244-334 Days</b>	
Above are Estimated Calendar Days		



# Operational Differences

## Construction Compliance

### Design and Build Process

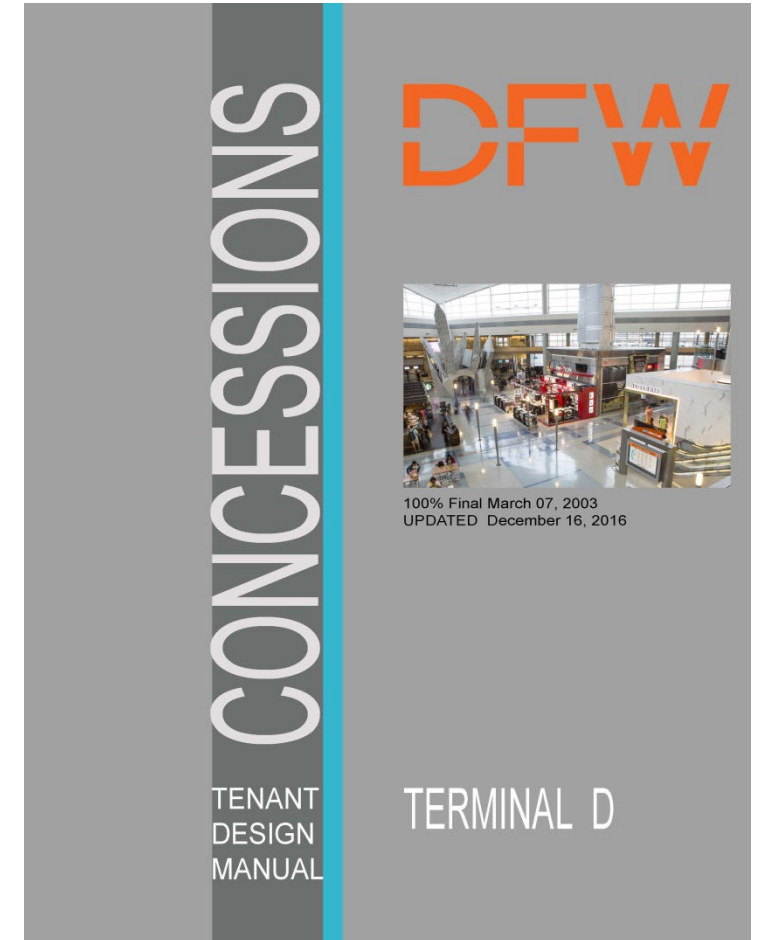
- DFW Concessions Tenant Project Managers (TPM) oversee the design, permitting and construction for all concession's projects
- Compliance with Tenant Design Manual
- Compliance with DFW Design Criteria
- Design review meetings
- Submit to Tarrant County Health, TDLR and TABC (for applicable projects)
- Manage the Code Submission process
- Monitor Construction/Build-out process
- Ensure Lease Compliance before/after Code Submission



# Operational Differences

## Construction

- Refurbishment / Improvement of Leased Space
- Maintenance
- Permitting office is Internal at DFW
- Concessions Tenant Design Manuals
  - Familiarize tenants with Airport construction
  - Provides guidelines for the design, permitting and construction of Concessions spaces in DFW Terminals
  - Provides a step-by-step system for preparing and submitting design compliant plans for approval



# Operational Differences

## Design Professionals & 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







# Operational Differences

## Rent & Charges

### 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% - 21%+ based on type of product or concept

### Charges

- Fees and Charges - refer to lease and Schedule of Charges (SOC)
  - SOC – posted each Fiscal Year but may change
- Surety Bonds or Cash Deposits – both operational and construction
- Insurance – both operational and construction



# Operational Differences

## Schedule of Charges\*

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

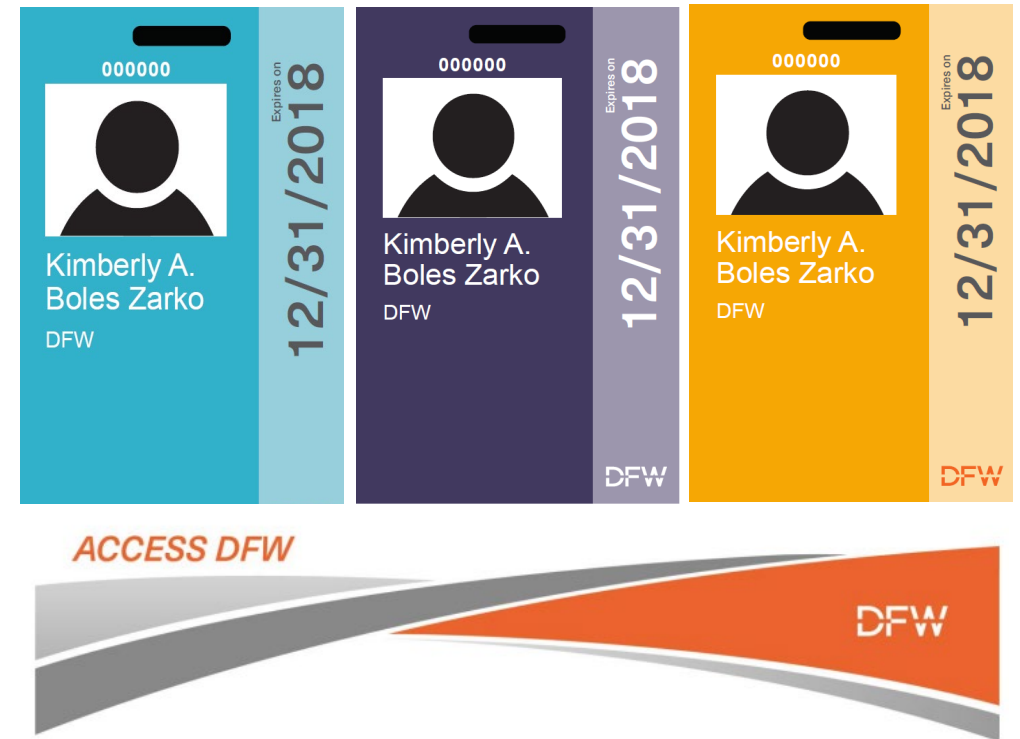
Item	Rate for FY 2023
Vehicular Access Charges (24-hr Parking)	\$2,300 per person per year
New Badge/Fingerprinting	\$90 per person
Badge Renewal (within 30 days)	\$90 per person
Employee Transportation	\$61 per person per month
Operating & Maintenance (O&M)	\$30.66 per SF per year
Administration Fee (only assessed at award/renewals of agreements)	\$150 per occurrence
Marketing Assessment	Up to 0.5% of Gross Receipts

\*Subject to change

# Operational Differences

## Airport Access

- Safety and Security
- Badge Application Process
- Badge Authorization/Sponsorship
- Prohibited Items Procedure
- AOA Training (if applicable)
- R/OCIP Training
- Risk Management



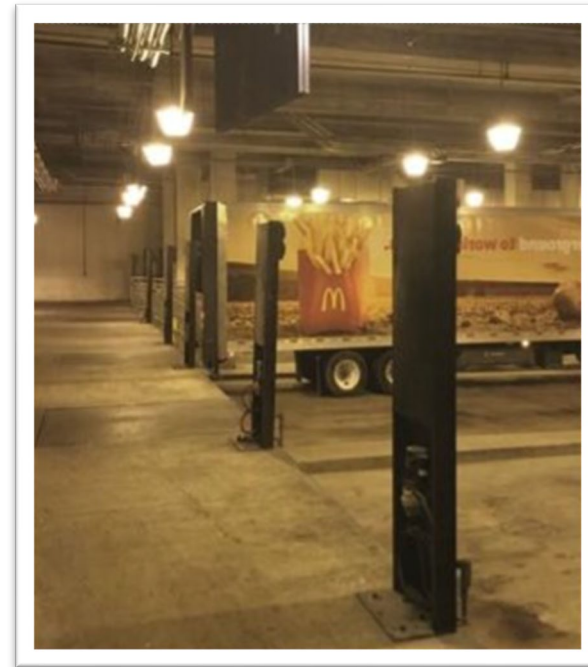


# Operational Differences

## Logistics & Distribution

Product Logistics & Distribution includes:

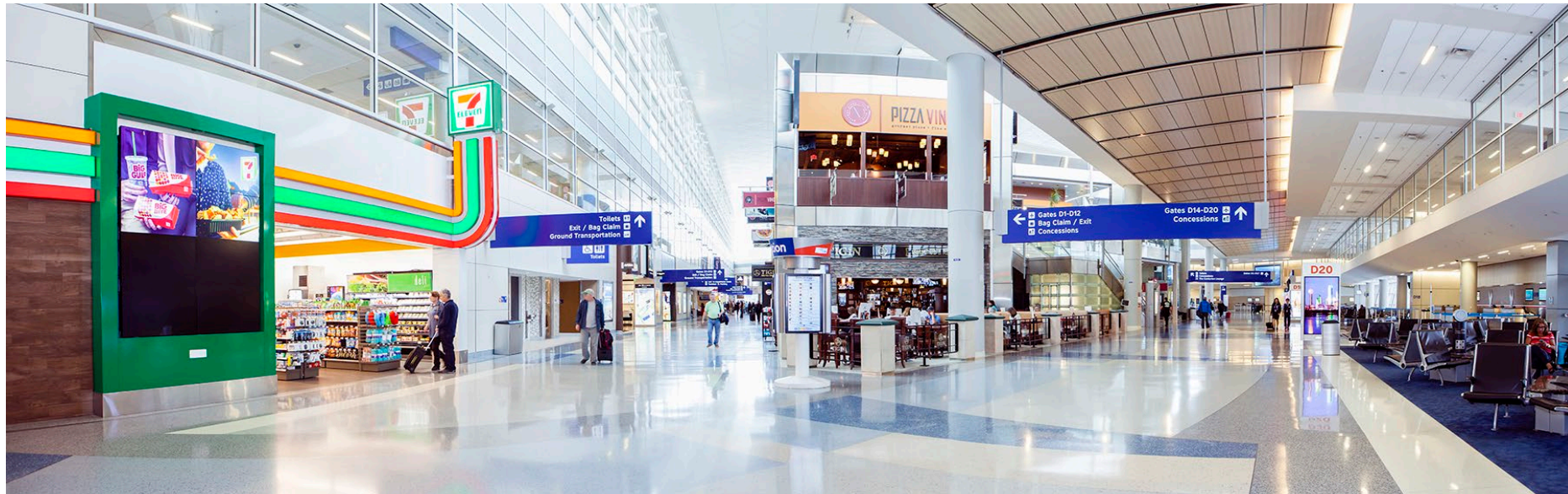
- Skylink to move between terminals
- Product must move inside an approved cart
- Docks have set hours and screenings
- Separate storage at ramp level
- No deliveries on concourse during peak times



# Operational Differences

## Operating Hours

- Hours of Operations (first flight to last flight)
- Irregular Operations – IROPS (delayed flights)
- Flight Banking (gaps between flights)



# Benefits of Doing Business at DFW

- ✦ Over **73 million** passengers annually
- ✦ Captivated audience
- ✦ Concept placement designed to meet demand
- ✦ Concept mix designed to maximize revenue
- ✦ Brand awareness
- ✦ Domestic and International exposure
- ✦ Concessions Department Management Team Support





# Understand Proposal Requirements

## Minimum Qualifications

Minimum Qualifications include:

- Proposal Deposit

- Proposal Acknowledgement Form

- Concessions Business Disclosure Form (BDF)

- Concept Fit

- MAG/Percentage Rent

- ACDBE

- SBEC

- M/WBE



# Proposal Requirements

## Proposal Deposit

### Proposal Deposit

- Ten thousand dollars (\$10,000) in the form of a certified check or cashier's check must accompany each package.



# Proposal Requirements

## Acknowledgement Form / BDF

**Proposal Acknowledgement Form**  
**Must** be signed and notarized.

ore me this \_\_\_\_ day of \_\_\_\_\_, 2008, by  
known to me.

**MA, LLB Notary Public**  
**NOTARY PUBLIC**

**ATTESTED**  
*[Signature]*  
11/6/08

**Business Disclosure Form**  
**Must** list all ownership and percentages to the  
individual level, attach additional forms, if necessary.

### DALLAS-FORT WORTH INTERNATIONAL AIRPORT BOARD CONCESSIONS BUSINESS DISCLOSURE FORM



It is recommended this form be completed by a governing person, governing authority, or legal counsel.  
Information about Entity Submitting Bid/Proposal/Offer  
(This information must match the information provided on the Bid/Proposal/Offer).

Package Number:					
Business Name:			Mailing Address:		
Business Address:			City		
City	State	Zip	City	State	Zip
Business Web Address:					
Business Phone:			Business Fax:		
Contact Person:			Contact's Phone No.:		
Contact's E-Mail Address:					

I. Entity Ownership Information  
(Check the appropriate box and provide requested details below.)

Business Structure: (Please check only one box)			
<input type="checkbox"/> Partnership	<input type="checkbox"/> Limited Partnership	<input type="checkbox"/> Limited Liability Partnership	<input type="checkbox"/> Corporation ("C")
<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Joint Venture	<input type="checkbox"/> Limited Liability Company	

IF CORPORATION, please check all the type(s) below that are applicable:

<input type="checkbox"/> For Profit	<input type="checkbox"/> Non-Profit	<input type="checkbox"/> Public	<input type="checkbox"/> Private
<input type="checkbox"/> S Corporation	<input type="checkbox"/> Professional	<input type="checkbox"/> Parent-Subsidiary	<input type="checkbox"/> Close

State of Incorporation, Registration or Formation: \_\_\_\_\_

Name(s) of Owner(s), Partners or Owner of DBA (include ALL investors with a financial interest or other ownership interest). Please indicate if any such individual(s) were employed by DFW Airport and the dates employed: \_\_\_\_\_

Name(s) of Joint Venture Participants (include ALL investors with a financial interest or other ownership interest). Please indicate if any such individual(s) were employed by DFW Airport and the dates employed: \_\_\_\_\_

UNLESS PUBLICLY TRADED list all individuals, partnerships, corporations or other legal entities having ownership interests in the business and indicate their percentage of ownership. Please indicate if any such individual(s) were employed by DFW Airport and the dates employed. Attach additional sheets if necessary. NOTE: Attach a copy of the Certificate of Formation or Joint Venture Agreement.

Form Completion Date: \_\_\_\_\_

Failure to properly complete and submit this form with the bid/proposal/offer may cause the bid/proposal/offer to be considered non-responsive.



# Proposal Requirements

## Concept Fit

### Concept Category

- Proposer must submit a concept in the same sub-category as required by the package.

\*Note: Renderings are not required for SBEC



# Proposal Requirements

## MAG/Percent Rent

- **Minimum Annual Guarantee (MAG)**  
is set for all locations.
- **Percentage Rent**
  - Must be within the stated ranges listed in each package.
  - Tiered or graduating percentages will not be accepted.



# Proposal Requirements

ACDBE / SBEC / M/WBE



**Business Diversity  
& Development**



## Doing Business with DFW Airport

Learn more about what it takes to do business with DFW. General requirements for Doing Business with DFW, Vendor Registration, M/WBE Program, Insurance & Bonding, Badging and Construction Safety Manual.





# Submit Proposal

## RFP Requirements

Submit your proposal by:

1. eProcurement platform – Bonfire

**AND**

2. One Original Hard Copy with your Proposal Deposit

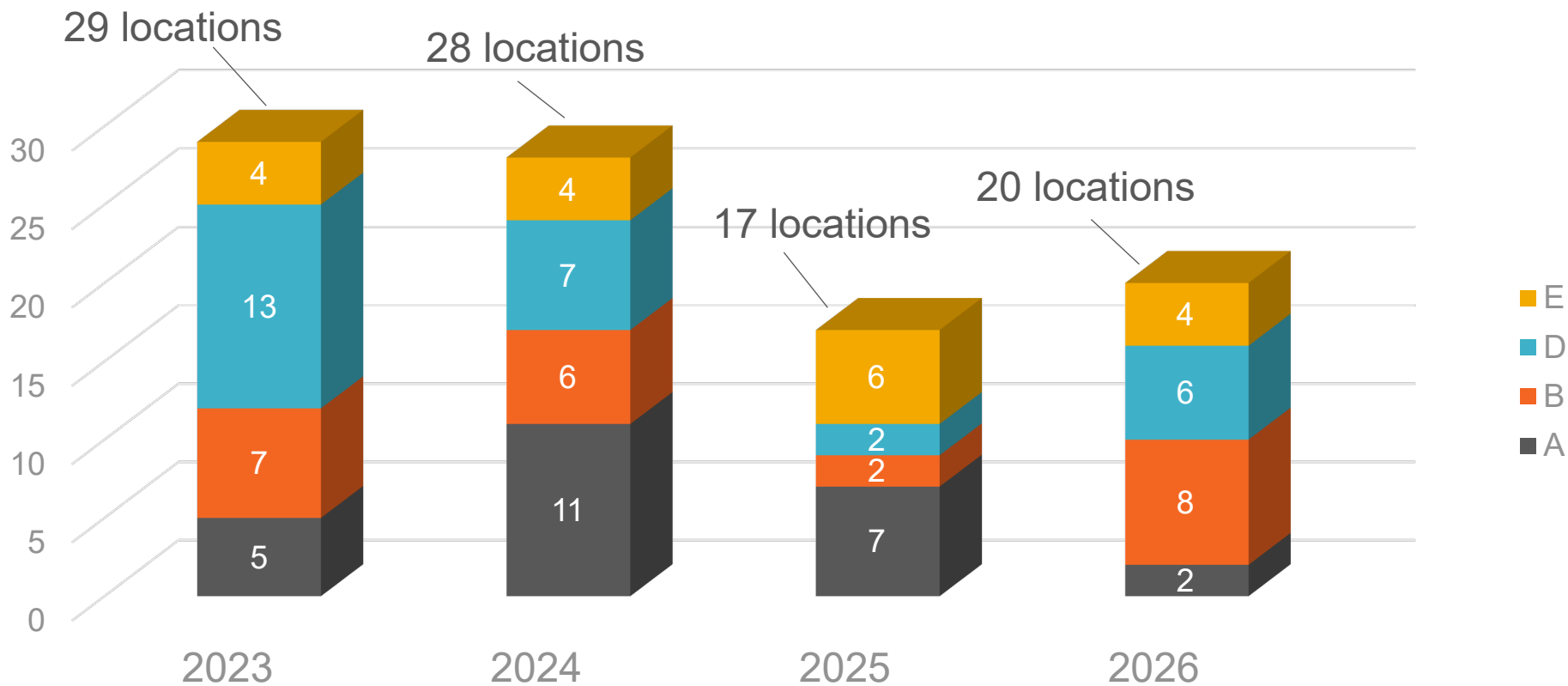


An aerial photograph of the DFW International Airport at dusk. The sky is a deep blue, transitioning to a lighter orange glow near the horizon. The airport's architecture is prominent, featuring a large, modern terminal building with a glass facade and a tall, rectangular tower. The foreground shows the roof of a building, with several white, dome-shaped ventilation units. The overall scene is illuminated by the warm lights of the setting sun and the cool blues of the twilight sky.

# Opportunities

Cristen Mosley  
Concessions Manager

# RFP Projections FY23-FY26



This does not include Terminal A or C pier projects, Service agreements or RAC.

Dates Subject to Change





# 2023 RFPs

## June RFP Release

- SBEC – 3 Locations

## September RFP Release

- ACDBE/JV – 26 Locations

# Small Business Opportunities

June 2023

## Terminal A

- A17 Bar

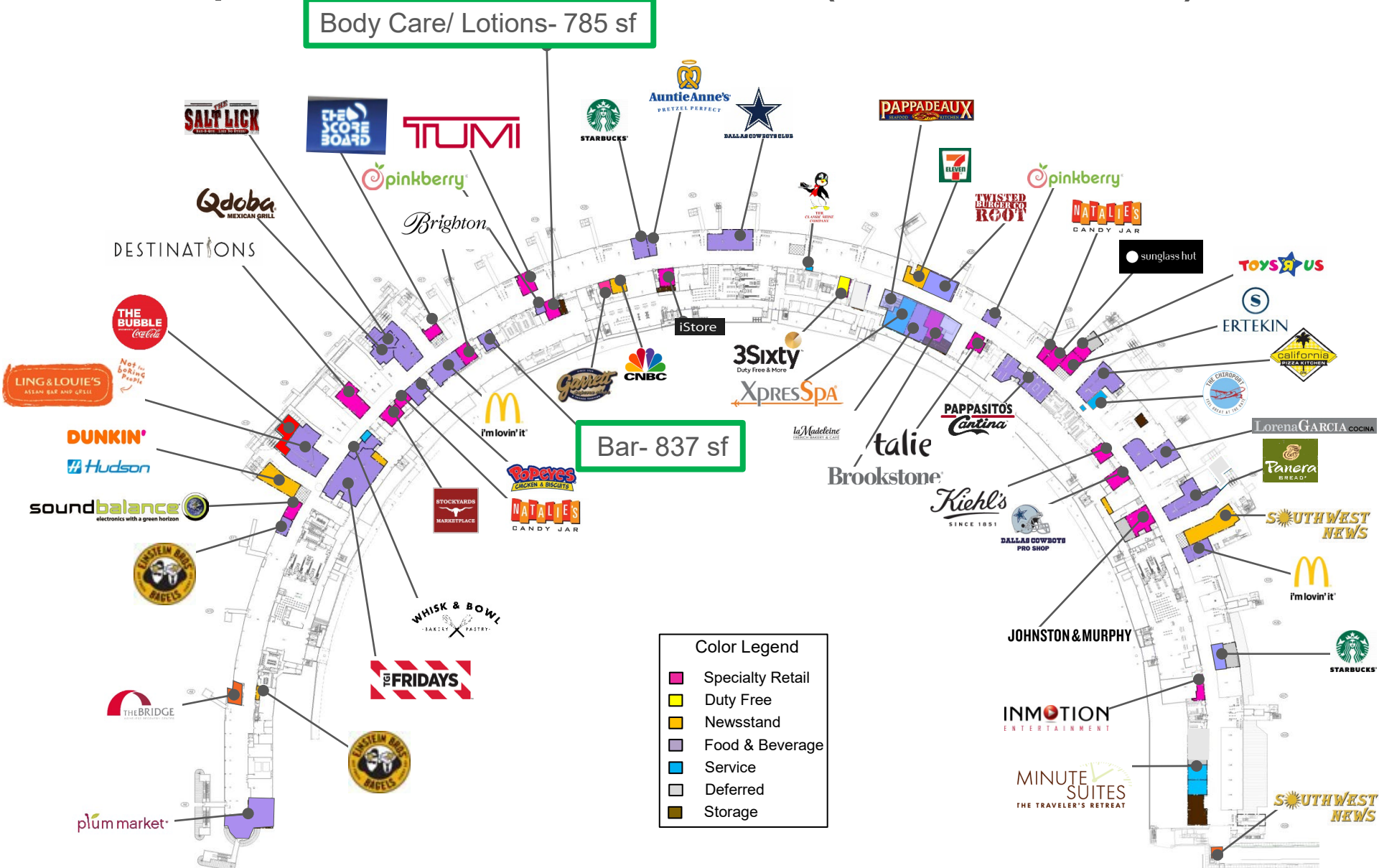
## Terminal A

- A19 Body Care/Lotions

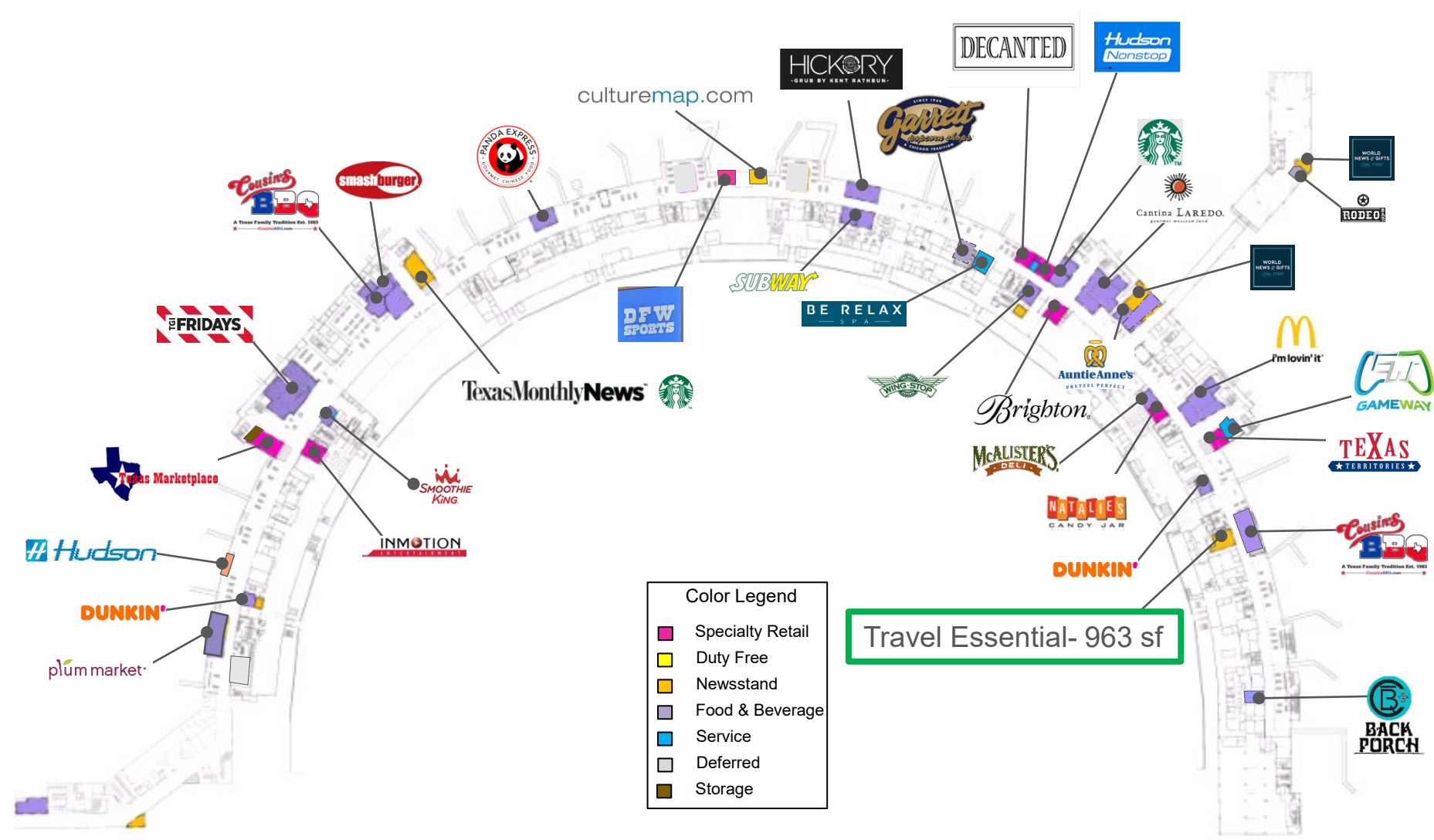
## Terminal B

- B43 Travel Essential

# Terminal Updates – Terminal A (2 Locations)



# Terminal Updates – Terminal B (1 Location)



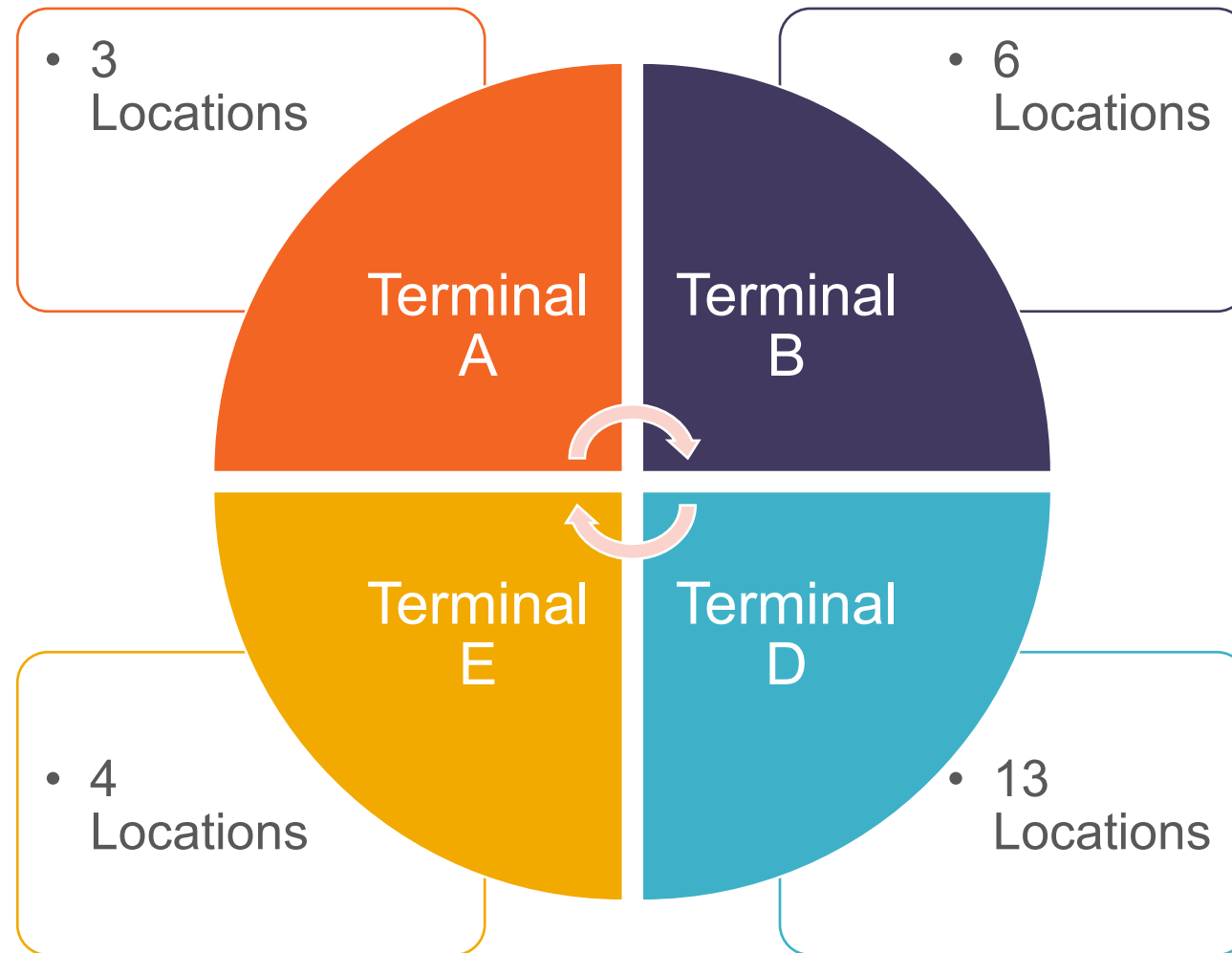
Subject to Change



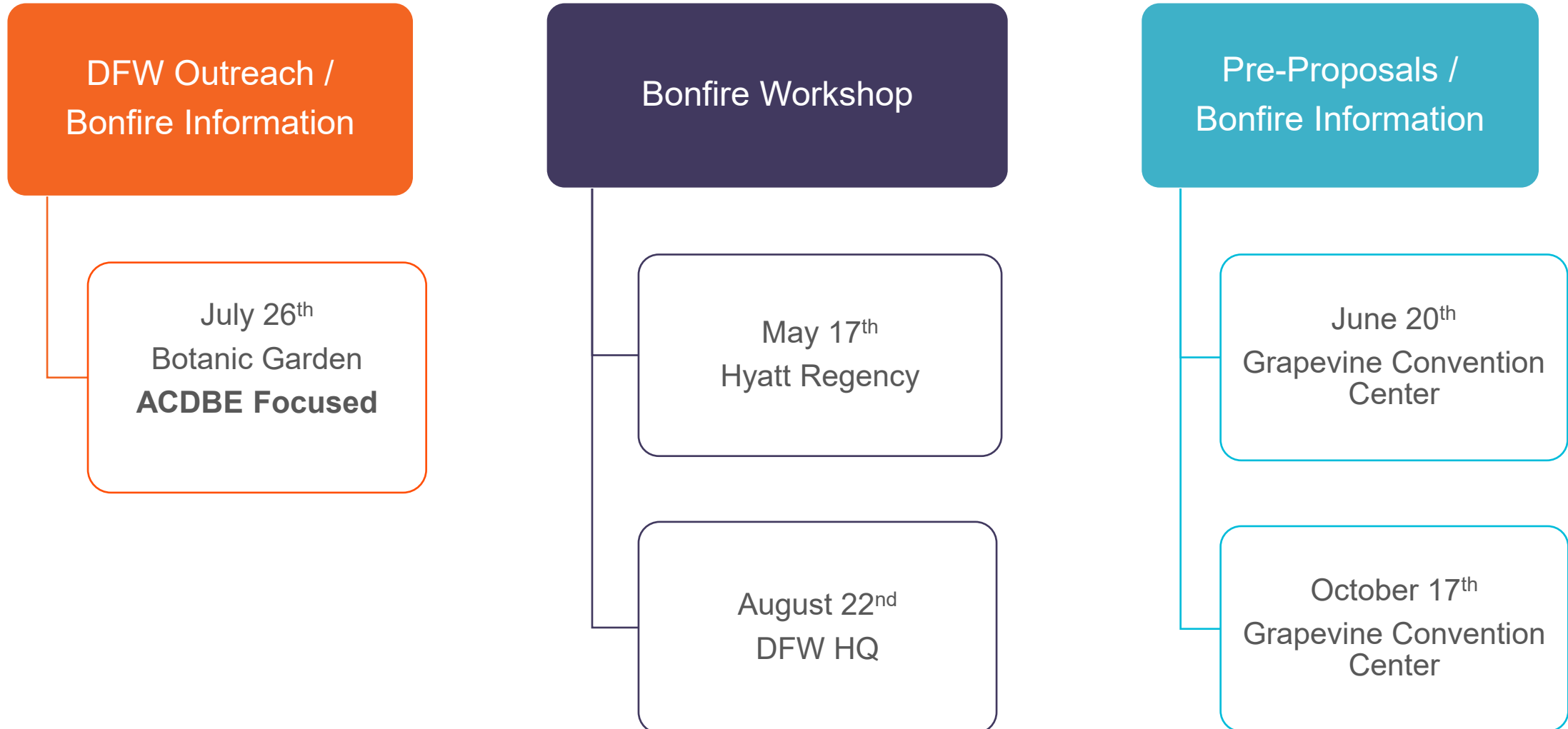
# Fall 2023 Opportunities

## Concept Types:

- Salty Snack
- Frozen Snack
- Nap Lounge
- Bar
- Coffee
- Travel Essentials
- Electronic
- Sit-Down Restaurant
- Fast Food Restaurant
- Specialty Retail
- F&B Vending



# DFW Concessions Events



# Closing Remarks

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# Things to Remember

## Bonfire

Register for Bonfire

Submit Electronic Submission Early - Do not wait until the last minute

## Proposals

Provide one binder with the required deposit for each package

Renderings are not required for SBEC

Deliver proposal on time

## BDD Documents

Fill out the SBEC Joint Venture template

Make sure you use the correct NAICS codes when you submit



# Things to Remember

## DE&I / Employee Engagement / Community



BDD Documents – SBEC, ACDBE, M/WBE  
Employee Retention & Recognition Efforts  
Community Outreach & Service

## Innovation & Technology



Self Check-out, Mobile Order & Pay  
QR Code Menus, POS Integration

## Sustainability & Business Performance



Packaging, Composting  
Grease Recycling, Donations  
Concepts of the Region of Dallas and Fort Worth

# Small Business Focus

June Release

The purpose of this outreach is to inform small businesses of the upcoming opportunities for the June RFP Release.



# Questions

Zenola Campbell

Vice President, Concessions

[zcampbell@dfwairport.com](mailto:zcampbell@dfwairport.com)

Jennifer Simkins

Assistant Vice President, Concessions

[jsimkins@dfwairport.com](mailto:jsimkins@dfwairport.com)

Cristen Mosley

Concessions Manager

[cmosley@dfwairport.com](mailto:cmosley@dfwairport.com)

**This presentation will be  
posted on the DFW  
Concessions website.**

# Survey



Please use the QR Code below to take the online survey.







# Make the Journey Short... Leave an Impression

Closing Remarks

Thank You



The background of the slide is a photograph of the DFW airport terminal building. In the foreground, large, three-dimensional, metallic letters spell out 'DFW' on a green lawn. A large banner on the building's facade reads 'Travel. Transition.' with a cityscape image. A small orange horizontal line is positioned above the 'D' in the title.

# DFW Concessions Outreach

April 13, 2023