METROPOLITAN PIER AND EXPOSITION AUTHORITY

REQUEST FOR PROPOSALS (RFP) #2021-07-M
MCCORMICK PLACE CONVENTION CENTER
FOOD SERVICE MANAGEMENT

ADDENDUM NO. (2)

October 13, 2021

This Addendum No. 2 consists of six (6) pages and has the following information to be incorporated into the Request for Proposals. Proposers must acknowledge receipt of this Addendum No. 2 in their RFP submittal in Required Form A, Form of Transmittal Letter.

Item #1: Proposers' questions and/or requests and the MPEA's responses are provided below.

	Proposer's Question:	**MPEA's Response:**
1	Would you kindly provide a copy of the current collective bargaining agreement for Unite Here Local 1? **Related Question(s):** Please provide a copy of the current CBA if available.	Reference Document: • CBA 2019-2022
2	We would also like to understand if Local 1 participates in a Multi-Employer Pension Plan?	See section 9.3 of the above referenced CBA and Addendum E, #10.
3	How many union staff working in McCormick Place does it take to open the employee cafeteria?	The Authority is not sharing the current Contractor's staffing specifics by location; the Authority is requesting Proposers develop their own required staffing model.
4	What is the MPEA's long term vision for its food services at McCormick Place?	Please refer to the Objectives section of the RFP document.
5	Which convention centers does McCormick Place compete with for association and corporate business nationally and internationally?	All major city convention centers that can provide comparable space, travel/lodging capacity, and services.
6	What has been the impact of COVID on its operations?	Please refer to our website to review the Authority's Financial Plan for FY 22, 23, 24. The document specifically outlines the impact of COVID-19. This document is available at: https://www.mpea.com/wp-content/uploads/2021/05/MPEA-Financial-Plan_FY22-FY23-FY24.pdf
7	What is MPEA's point of view with regard to when it anticipates prior business volume(s) will resume? How does it arrive at this perspective?	Please refer to our website to review the Authority's Financial Plan for FY 22, 23, 24:

		https://www.mpea.com/wp-content/uploads/2021/05/MPEA-Financial-Plan_FY22-FY23-FY24.pdf
8	The term "advance sales" is mentioned in the RFP relative to driving revenue. What is your expectation of your food service partner to advance sales? How is this presently done? How would you like it to be done?	The Authority is seeking Proposers to demonstrate how you will drive revenues and being creative when need be.
9	What ad agency does McCormick Place work with to promote the Center to meeting planners/site selection companies?	The Authority does not utilize an advertising agency. The sale of our campus is a collaborative effort between all our campus partners including the Management Contractor, Choose Chicago, MPEA and our two hotels.
10	Would you please provide samples of current collateral (print/digital) the incumbent uses to promote hospitality services at McCormick Place?	Refer to the website: https://savorchicagomcpl.com/about/
11	What is the remaining term for McCormick Place's food service contracts with its food court occupants, McDonalds and Connie's? .	The current license agreement with McDonald's USA is effective until June 30, 2023. The current license agreement with Madi Ty for Connie's is effective until March 31, 2023.
12	What is the remaining term for its contract with Pepsi?	The current agreement with Pepsi Beverages Company is effective until August 31, 2027.
13	What is the breakdown in sales revenue for Catering, Concessions and Alcohol for 2017 – 2019 at the Convention Center and Wintrust Arena?	Reference Document: • Food Service - Revenue
14	What was subcontractor revenue over the same time frame?	Reference Document: • Food Service - Revenue
15	The RFP notes that MPEA would like a highly collaborative relationship between the food service partner at McCormick Place, the Marriott and the Hyatt. What is working today in terms of that relationship, and what improvements are you looking for?	When the hotels book events that also use McCormick Place space, the food service manager and hotel partner must have a process for communicating/collaboration to ensure that operations are not impacted given potential "overlap". A process for timely placing, closing, and reconciling orders when the food service manager provides catering for hotel events in McCormick Place is required.
16	The extent of the current subcontracting and use of approved vendors allowed under the CBA is as follows: A list is provided (page 15). Why do subcontractors need to receive CBA approval?	Reference the CBA. This is to ensure that the current employer/food service manager does not subcontract out work being performed by bargaining unit members.
17	Is catering subject to "street pricing" or does this only apply to concession sales?	"Street pricing" process does not apply to catering. However, McCormick Place expects that catering pricing will be in line with other large metropolitan

		convention centers. Proposer should have a methodology for developing pricing, and provide in their proposal which centers are used for comparison when providing sample meus and pricing.
18	What is the name of the primary food bank in Chicago?	Greater Chicago Food Depository.
19	Would you kindly provide a list of local farms which provide produce to the MPEA's kitchens?	Current food service manager works with associations that source directly from farms. Proposers should provide information regarding their process/ plan for sourcing local ingredients.
20	Would you please provide an example of a room conversion fee and are there any instances in which this waived?	Section 7.3.4 of the current agreement - 0.5% is for this and it's included in the utility line on the financials.
21	What is the incumbent's current performance against MPEA's stated goals of 25% inclusion of MBE goods and services and 5% for WBE?	The incumbent continues to make a good faith effort on achieving its overall goal of 25% MBE and 5% WBE utilization by being inclusive to minority and women owned business enterprises to perform duties aligned with the food service management agreement.
22	How old is the QUEST POS system? How many terminals are in use in the Convention Center's facilities as well as Wintrust Arena and what is their distribution (i.e. how many terminals and where located)? Are any of the terminals portable? **Related Question(s):** The team counted 78 POS terminals during the walkthrough, what is the confirmed actual count? What year was the NCR Quest system installed?	Quest POS System: Wintrust Arena: Oct 2017 McCormick Place: FY18 54 POS terminals in the Wintrust Arena and 179 POS terminals in McCormick Place.
23	Is MPEA interested in cashless solutions for its POS system? **Related Question:** Is the building 100% cashless? If not, are there any areas/locations that are?	The Authority has considered moving to cashless and is interested in Proposer's recommendations based on their experience. Recently, the Wintrust Arena became cashless. This is currently the only location on campus that is cashless.
24	Would MPEA entertain alternative financial proposals to the one suggested in the RFP?	Proposer must submit a proposal in the requested format. Proposer may, as a supplement, propose an alternative financial proposal, which must conform with IRS standards.
25	Page 40 identifies a list of capital investment opportunities. Which of these are MPEA's top priorities?	The Authority's top priorities are investments that enhance the overall customer experience and increase top line revenues. The list provided in the RFP are examples and is not inclusive of all potential investment opportunities.

26	What is the guest capacity of the Courtside Club at Wintrust Arena? Is this area open to all or specific ticket holders? **Related Question:** What is the capacity of the VIP lounge in Wintrust Arena?	The Chicago Sky created the 'Courtside Club', and it is only open to select ticket holders. It holds approximately 45 individuals. The DIBS Club holds 200.
27	How many suites are in Wintrust Arena?	There are twenty-two (22) suites in the Wintrust Arena.
28	May we please have a copy of current suite menus?	This information is available on the Savor website: https://savorchicagomcpl.com/
29	Are there cameras monitoring the liquor and food service storage areas?	In the Wintrust Arena, yes. Personnel have to swipe a badge to enter liquor areas. In the West building yes, special key with microchip to enter.
30	When was the last time a deep cleaning was done of kitchens and pantries in all buildings?	The last deep cleaning of the kitchens occurred the week of September 20, 2021.
31	Do you have CAD drawings available for all kitchens/ food service and dining areas? **Related Question:** Please provide Architectural and FS plans for each of the stands and kitchens.	Reference: https://mpeacorp-my.sharepoint.com/:f:/g/personal/nchervenak_mpea_com/ErtebQxBjvVEmfC5SLdWnncBHdEAEmRwdGo8nfmJkvFMxQ?e=PmfFEc
32	May we please have a copy of current catering and concessions menus?	This information is available on the Savor website: https://savorchicagomcpl.com/
33	Which of the dining spaces we visited are reserved specifically for special catering events?	There are no spaces that are reserved specifically for catering only. All spaces can be used for catering and/or concessions.
34	What is the age of the digital menu boards?	The Wintrust Arena's were installed Sept 2017. 23rd Street Café boards are original when opened, but Pure locations FY19. Food Courts: • South FY17 • North Food court FY14 • West Food Courts are not electronic West Starbucks FY15, North Starbucks FY20, LeBrea FY13
35	Please provide sales mix for the last three years – food/non-alcoholic beverage vs. alcohol sales – including a detailed break-out of concessions (by location), net subcontractors (if applicable), catering, vending, etc.	Reference Document: • Food Service - Revenue
36	Please provide historical revenue by building for the last three years.	Historical revenue is not available by building. Reference Document:

		• Food Service – Revenue
37	Please provide historical building attendance and number of events for the last three years.	Reference: • McCormick Place Events FY2019-2021
38	Please provide the current 2022 convention bookings.	This information is available on the MPEA website under the McCormick Place Calendar of Events: Events - McCormick Place
39	Does MPEA have a priority for the "underutilized" spaces? For instance, food pods, food courts, The Plate room, etc…., do any of these take precedents over the other?	Food service manager is expected to evaluate and propose "better" use of these spaces and/or ways to increase usage/revenue.
40	Please provide a list of kitchen equipment that needs repair or replacement.	Reference: • Kitchen Equipment Status Under the Status column of the attached report: 'Available' and 'Onsite' both indicate that the equipment is functioning and in location. 'Flagged for Repair' and 'Replace' indicate equipment that isn't functioning or that will need repairs soon.
41	Please provide a list of your current portable inventory.	Reference • Savor Portable Food Carts
42	Please provide a list of your current smallwares inventory. Is this inventory owned by MPEA or the current F&B provider?	MPEA owns all food and beverage inventory. Reference: • Smallwares Inventory
43	Is the Marty by McCormick Square app still operational? https://www.chicagotribune.com/news/breaking/ct-met-marty-app-mccormick-20171227-story.html?fbclid=IwAR26CaL5vk5YztD35WuHCZS2Stouyw3S4WmHPH8J4IyTZ5KQQ2sQWreXfQU	The MARTY app is not updated and is no longer available for download.
44	What is your approach for managing food waste?	The Authority's approach to waste is to reduce, recycle and reuse when possible. As outlined in the RFP, Proposers are to develop and submit a sustainability plan that accomplishes all of the sustainability goals.
45	Other than the area we viewed in the South Building, are there other locations in the complex carved out as meal break or rest break areas for the F&B team members?	The South building employee breakroom is the only break location specific for Food Service team members.
46	How do F&B team members enter the facility? Is there one designated entrance for the complex or per building? Are time clocks located at these entrances?	All F&B team members enter through the designated BEEP locations, which are located throughout the campus.
47	How many POS terminals of each model are deployed?	15 are P1535 (larger screens at Starbucks) and the rest are T1000.

48	Are all POS terminals on the same NCR Quest system?	Yes.
49	Is there an active maintenance agreement with NCR?	Yes.
50	What version of Quest Software is currently deployed?	2.30.10 Version.
51	How many POS servers are installed and what versions of software are running?	Quest - 5 comms of which only 4 are utilized, 2 database servers and 1 SQL server. ASM McCormick Place manages these servers.
52	Is there any mobile POS operating in any venue?	Mobile ordering is not currently available.
53	There were no SOK (Self-Ordering Kiosks) seen, if there are some, where are they located?	Self check-out is only available at 23rd Street.
54	Is a Network VLAN with or without internet access provided and managed by the site?	Networks are managed by the site, VLANS have ability to Internet access.
55	Cisco Wi-Fi was observed throughout. Is there an expected Wi-Fi upgrade being planned?	Yes, currently in planning stage.
56	Is the planned 5G upgrade going to include any CBRS/OnGo for Private LTE?	This is something the Authority is exploring and is looking to adopt and implement in the future.
57	Please provide the brand guidelines for McCormick Place, if available.	The future food service manager is expected to seek prior approval before making any substantial changes to the physical food and beverage spaces or concepts, pricing, and products offered. Any marketing and/or PR must be pre-approved by the Authority as well.
58	You referenced “value pricing” in the RFP document, section 3.21. Can you share what locations you are currently benchmarking against for both public food and beverage pricing as well as catering menu pricing?	Locations are proposed and agreed to by the manager and MPEA. Proposers are required to submit proposals for comp locations depending on the proposed menus. See also # 17 above regarding catering pricing.
59	Are you open to dynamic pricing depending on the type of show or event that is in the building?	The Authority is willing to entertain the idea of dynamic pricing in relation to catering, but not concessions.