

RFP for Food and Beverage Services

Questions and Answers

Q1: What are the total annual catering, concessions, alcohol, and other revenues for past three years for the Nampa Civic Center?

A: *The following chart indicates the total annual gross revenue for catering F&B, bar, concessions, retail sales and other revenue. This has also been posted to the RFP website as an Exhibit C – Addendum.*

NAMPA CIVIC CENTER ANNUAL GROSS REVENUE - 3 YEAR

FISCAL YEAR	2010-11	2011-12	2012-13
CATERING F&B and BAR	\$ 451,261	\$ 385,985	\$ 418,541
CONCESSIONS/RETAIL SALES	\$ 10,173	\$ 7,884	\$ 12,285
TOTAL COMMISSIONBLE REVENUE	\$ 461,434	\$ 393,869	\$ 430,826
SUPPORT CHARGES & GRATUITIES	\$ 29,233	\$ 43,159	\$ 41,666
TOTAL SALES AND REVENUE	\$ 490,667	\$ 437,028	\$ 472,492
NCC COMMISSION	\$ 87,111	\$ 77,708	\$ 82,957

Q2: What if any is the fee associated with the transfer of the liquor license from incumbent (Sodexo) to the new operator?

A: *The liquor license is owned by the City of Nampa and leased to the Food and Beverage operator through a separate lease agreement, therefore; there is no fee associated with a transfer to the new operator. However, the lease agreement will require an annual fee up to \$2000.00 for the lease and maintenance of the license.*

Q3: Are the revenues at the annual Ford Idaho Center Rodeo included or excluded from this contract...RFP did not clearly define?

A: *The revenues from the Snake River Stampede Rodeo held at the Ford Idaho Center are not included.*

Q4: 2.01 notes term – What is the term of the extension period?

A: The initial agreement will be a commission agreement with a term of five (5) years. The renewal period will be two (2) years and will be based upon (A) the Food and Beverage services successful performance during the initial five (5) year term, and (B) the needs of the City.

Q5: Three (3) years of financials for the Nampa Civic Center that mirror what was released in Exhibit C for the Idaho Center is missing?

A: Three (3) years of financial for the Nampa Civic Center has now been provided as an Addendum to Exhibit C-Nampa Civic Center, and posted on the RFP website. These financials provide three (3) years of gross revenue for catering F&B, bar, concessions, retail sales and other revenue.

Q6: Detailed pricing for the catering menus in Exhibit D “Nampa Civic Center Sodexo” were not included, as specific catering prices for the Idaho Center were included.

A: Detailed pricing for the catering menus have now been provided and posted to the RFP website under Addendums Section (Exhibit D-NCC Catering Pricing).

Q7: Please provide detailed event breakdown by event and date to be included in Exhibit C for the Nampa Civic Center, mirroring what was released for the “Idaho Center” and other venues.

A: A more detailed event breakdown by event and date have now been provided for the Nampa Civic Center and posted to the RFP website under the Addendums Section (Exhibit C – NCC Event Schedules). Please note that this information will not completely mirror the Idaho Center as the event tracking software and reporting mechanisms are different.

Q8: The attachment labeled Exhibit A opens up showing Exhibit B so I have no information regarding Exhibit A.

A: Exhibit A has now been revised and posted to the RFP website under the Addendums section.

Q9: Were all incumbent vendors notified of this RFP?

A: No incumbent vendors were notified of the RFP release. The City followed applicable regulations by publicizing the notice within the local paper (Idaho Press Tribune). In addition the City provided a Press Release, and posted the RFP to the central solicitation website www.findrfp.com utilized by the City. This allows all interested offerors to have equal competitive opportunity.

Q10: Would it be possible to get the same details provided for the Nampa Civic Center that was provided for the Idaho Center for revenues, rather than just a highlight of sales?

A: This has been requested from Sodexo and we are awaiting approval from their upper management offices.

Q11: In regards to Exhibit D and the Nampa Civic Center Pricing, the list was incomplete.

A: This has been remedied and is posted under then Addendum section of the RFP website.

Q12: Can we please have a 2 week extension on the RFP due date?

A: The due date for the RFP has been extended to March 4, 2014.

Q13: What is the current POS system at all locations?

A: The Nampa Civic Center does not currently have a POS system. The Ford Idaho Center utilizes Aloha in the arena and for some of the amphitheater. Executec (hotel motel software) is in the "Slack Time Grill" restaurant of the horse park/sports center.

Q14: Are the current vendors on their own computer network?

A: The Nampa Civic Center provides a connection to the internet only. At the Ford Idaho Center, Aloha is on a separate network and Executec runs off of the Idaho Center Servers.

Q15: Is there an ability to have a separate network for the concessionaire in order to comply with PCI – DSS compliance?

A: Refer to Q14 above.

Q16: Does each vendor use their own Merchant ID account?

A: At the Nampa Civic Center, each merchant has their own ID account. At the Ford Idaho Center, Aloha goes through the F&B provider's merchant ID account. Executec goes through the Ford Idaho Center's merchant ID account. Subcontractors go through Aloha.

Q17: We see that Pepsi and Budweiser are sponsors. What are the pouring rates from Pepsi?

A: The Nampa Civic Center does not currently have sponsors. At the Ford Idaho Center, pouring rates are not part of existing sponsorship. The existing sponsorship is for advertising only. Rates are negotiated between the F&B provider and Pepsi.

Q18: Are there any other sponsor-related pricing stipulations we should be aware of?

A: No, not from sponsors.

Q19: We are missing Exhibit A, the Financial Proposal. It is a duplicate of Exhibit B.

A: This has been rectified and is now posted on the RFP website under the Addendum section.

Q20: The RFP does not include the Nampa Civic Center financials. Can you please provide them broken down by category (catering food, catering alcohol, concessions food, concessions alcohol, service charges)?

A: This has been provided and is now posted on the RFP website under the Addendum section.

Q21: Can you provide a copy of your current F&B agreements?

*A: The current F&B agreements have been provided as **Addendum H** and are posted on the RFP website. Please note: These existing contracts are not representative of future contracts entered into for this RFP.*

Q22: Do your gross revenues reported in Exhibits C for the Idaho Center include service charges?

A: Yes.

Q23: Do you pay service charges out to your staff?

A: No, service charges are not paid to staff.

Q24: Is there any remaining investment from either F&B contract that needs to be bought out?

A: No. All equipment is owned by the Nampa Civic Center, the Ford Idaho Center and the City of Nampa.

Q25: Can you provide your concession and alcohol item listing and pricing/portion size?

*A: The Nampa Civic Center does not have a set menu for concessions. Concessions are provided upon client request and specific menu items are tailored to meet the client's needs. Prices for such menu items are negotiated at that time between the F&B Manager and the Client. The Ford Idaho Center's concession and alcohol menu has been provided as **Addendum K**, and are posted on the RFP website.*

Q26: Can you identify any service issues that have occurred in the past 3 years with either contract?

A: Both the Ford Idaho Center and the Nampa Civic Center aspire to uphold high standards in all areas of our businesses. We work closely with the F&B providers to exceed these standards and strive for customer service excellence. Any service issues would be discussed and resolved internally between the F&B Manager and the Facility Manager. The current contracts with F&B providers are not representative of how the new contracts will be drafted. The language within the RFP most closely characterizes how the contracts will be structured.

Q27: Can you provide a summary of the current customer satisfaction scores for each venue?

A: The Nampa Civic Center does not compile a formal customer satisfaction score and/or summary report, but does meet with the customers on an individual basis to determine if expectations were met and/or exceeded.

Q28: Are there any major events that may be occurring in either facility that would positively or negatively impact the F&B revenues (i.e. Facility closure, renovation, new event, lost event)?

A: The Snake River Stampede Rodeo rents the Ford Idaho Center facility for twelve (12) full days each year. However, all the Snake River Stampede Rodeo is excluded from the F&B contract.

The Nampa Civic Center continues to build their business and relationships with customers that lend to repeat business, referrals, and new events each year.

We do not foresee any major events, facility closures, renovations or lost events that would negatively impact revenues.

The formerly known "Idaho Center" just entered into a long-term agreement with one of the nation's most recognizable, successful and stable corporate identities; Ford Motor Company, along with seven (7) Treasure Valley Ford stores for naming rights sponsorship to the center and its four venues. This recent development brings a national brand and local reach to the venue. The four venues have now been re-named as "The Ford Arena", "The Ford Amphitheatre", "The Ford Idaho Horse Park", and the "Ford Sports Complex", all encompassed within The Ford Idaho Center. This sponsorship has already created a meaningful relationship between the Ford Idaho Center, the sponsors and our customers, significantly adding value and a positive impact to the facility and its venues.

Q29: Section 2.04 states that the liquor license for the Idaho Center is currently held by Nampa Harvest festival and that we must negotiate with them for use of it. What are the terms and cost of the existing situation?

A: *The current F&B provider has a lease agreement with Idaho Center Vending, a wholly owned subsidiary of Nampa Harvest Festival for use of the liquor license to patrons and users of the Ford Idaho Center. Idaho Center Vending participates in the determination of pricing and certain controls, together with the lessee. Proper insurance coverage is required by the lessee of the licenses to provide insurance protection for the benefit of Idaho Center Vending and naming Nampa as a co-insured.*

All revenue generated from the sale of alcoholic beverages is distributed as follows:

- *Annually, the first fifty thousand dollars (\$50,000) of net profit is retained by Idaho Center Vending in a separate account to be utilized for Idaho Center capital maintenance and repair projects as recommended by the Snake River Stampede Rodeo Board of Directors to the Idaho Center Advisory Commission. The Idaho Center Advisory Commission will review those recommendations and make proposals to Nampa for its budgeting purposes.*
- *Each year during the production of the annual Snake River Stampede Rodeo, all profits otherwise payable to Nampa and Idaho Center Vending as set forth above shall be waived and shall be disbursed to Snake River Stampede, LLC, for use as it deems appropriate for its purposes.*
- *All remaining net profit is paid monthly to Nampa.*

Q30: **Section 2.1 states the F&B manager must use facility manager approved hardware and software for accounting. Do you have a sheet on existing system compatibility?**

A: *At the Nampa Civic Center, the F&B Manager is responsible for the hardware and software for tracking events and financial accounting. However; the Facilities Manager will approve what information needs to be provided on F&B contracts and financial reporting documents, along with the format (i.e., excel) in which such information is delivered to the Nampa Civic Center and Ford Idaho Center Manager. The City utilizes Microsoft Office on a windows based platform.*

Q31: **Please explain briefly the booking policy when food and beverage is ordered for an event? How is the room handled?**

A: *The Ford Idaho Center has “standard” rents for different areas of the arena. Both the Arena management and the F&B Company are well versed on these standards, so that no matter who is booking the event, it consistently follows those standards.*

The Nampa Civic Center works collaboratively with catering to meet the customer’s needs. The Nampa Civic Center Event Coordinator discusses with the customer to determine full scope of needs and involves the F&B operator in the discussion if food and beverage service is requested.

Q32: Is there a point at which customer's room rental is waived?

A: The Ford Idaho Center does have situations where a customer's rental is discounted. The waiving of room rental is rare and is at the discretion of the Facility Management and/or the City of Nampa for all areas, except the Rodeo Club. The Rodeo Club would be at the discretion of the Rodeo Board.

The Nampa Civic Center asks that all customers pay room rentals regardless of their catering needs. This allows for fair and consistent service to the greater community.

Q33: Does the facility have a Sales and Marketing Department to book and market the event space?

A: Neither The Ford Idaho Center or the Nampa Civic Center has a Sales and Marketing Department. However, the Ford Idaho Center's Venue General Manager as well as the F&B Operator is trained and experienced to handle all bookings. The Nampa Civic Center has staff allocated for sales and marketing.

Q34: Are there any marketing materials you may be able to share either from the facility or the current food and beverage provider?

A: Currently, there are no active marketing programs, other than listings within industry websites and several directories. However, the websites contain information in regards to venues, services offered, catering, etc. The website URL's have been provided below for your convenience.

<http://www.fordidahocenter.com/>

<http://www.nampaciviccenter.com/>

Q35: Provide a current Food and Beverage organizational chart to include salary, on-site managers, and hourly supervisors?

*A: The F&B organizational charts for both the Ford Idaho Center and the Nampa Civic Center have been provided as **Addendum H**, and posted on the RFP website.*

Q36: Are you able to provide a copy of the current Sodexo Food and Beverage Agreement?

*A: The current Sodexo F&B agreement, along with the current F&B agreement for the Ford Idaho Center has been provided as **Addendum G**, and posted on the RFP website.*

Q37: Provide a copy of the current smallwares, china, glass and silver?

*A: An updated list is provided as **Addendum F**, and is posted on the RFP website.*

Q38: Provide a list of the kitchen equipment, refrigeration, freezer, sinks, etc. Does all this equipment stay with the facility?

*A: A full list of equipment is provided as **Addendum F**, and is posted on the RFP website. All equipment on the list remains with the facility.*

Q39: Would it be the responsibility of the food service company to supply replacements to the current smallwares, china, glass and silver?

A: The RFP states that the Food and Beverage Manager shall maintain Facility Manager-approved, par levels of all Equipment, Leasehold Improvements, uniforms and Smallwares. Food and Beverage Manager shall maintain the current level of existing place settings. Food and Beverage Manager shall maintain, as a Direct Operating Cost, all Equipment, Leasehold Improvements, uniforms, rolling stock and Smallwares used in performance of its duties in a good state of repair, including maintenance, repair or replacement necessitated by ordinary wear and tear. Repair and maintenance costs per item at or below \$2,500 will be a Direct Operating Cost. Repair and maintenance costs per item above \$2,500 and all required replacements will be paid by the City, at their sole discretion.

Q40: There are not any prices on the menus provided nor on the web-site; would you be able to provide current market pricing of the food and beverages?

*A: Menu pricing has been provided as **Addendum D**, and is posted on the RFP website.*

Q41: Are there any resident tenets or resident tenet organizations?

A: The Nampa Civic Center does not have any resident tenets or resident tenet organizations.

The Ford Idaho Center has the Snake River Stampede Rodeo; however, they do not operate offices within the venue.

Q42: Are you able to provide the event schedule for 2012-2013 (past), 2014-2015 (current), and 2016-2017 (future)?

A: Typical events at both facilities are booked from three (3) months to one (1) year out. Some events have confidentiality clauses with the contracts that prohibit releasing information publicly until a specified time period. However, the Ford Idaho Center website includes a calendar of upcoming events that have been approved for public release. The website URL has been provided below.

<http://www.fordidahocenter.com/Event/>

The Nampa Civic Center website includes a calendar of upcoming events that tickets are sold for and/or free community events. Private rental for spaces is provided on the event schedule provided on the RFP website. The website URL for Civic Center reference is provided below.

<http://www.nampaciviccenter.com/events.php>

Historical event data has been provided as an Exhibit within the RFP. This data assist in forecasting for future performance and trends. We expect that both facilities will continue to perform at the very least, equivalent to its historical past, with confidence that economic growth will be seen and eventually exceed our targets

Questions from Mandatory Pre-Proposal Tour

Civic Center Tour:

Q42: Does the current Food and Beverage Provider have an office in the general office space?

A: No, they have two offices located off the kitchen

Q43: Who does the event booking?

A: The Civic Center has two event coordinators who set up appointments and handle walk-ins. They work to promote catering with every event and liaise with our Food and Beverage providers to plan menus

Q44: Does the Center provide Food and Beverage Service to the General Public?

A: The Civic Center does not have a concessions or cafeteria style food and beverage for the general public. For auditorium events our Auxiliary runs their own concession stand in the lobby to raise auxiliary funds. However, our Food and Beverage Manager often provides bar service for these auditorium events.

Q45: Out of the events and meetings you hold, are a lot of them coffee/water service only?

A: Our client's needs vary. We do have some morning meetings requesting coffee service only, but many will have full breakfast, and some will have breakfast, lunch, and dinner. There is great opportunity to market food and beverage items to clients upon initial meeting.

Q46: Do you have a set occupancy level at which catering becomes required?

A: We do not currently

Q47: What percentage of the 1,500 events you mentioned has catering?

A: Total events came in at 1157 for 2013. Approximately 32% were catered events.

Q48: Currently with Sodexo you have two full time managers, how will that work if a different Food and Beverage contract is awarded?

A: The expectation is to have Food and Beverage management on-site during regular business hours with additional management allowing for flexibility in order to cover a 7-day work schedule.

Q49: Can you put together an event breakdown?

A. Yes, this will be provided as an Addendum on the RFP website.

Q50: Does the City have a Per Cap?

A. Each individual room will have a maximum occupancy based on whether they are standing or sitting, and the layout of the room. These maximums are based on Building and Fire Codes. In addition, when tables are set up, there are certain minimum distances between tables for clear passage, so occupancy caps will vary.

Q51: Do you have a House Crew to set up the rooms for events?

A: Yes. We have a "floor team" that will set up the rooms based on the need of the event and the catering needs. This is coordinated with catering. However, the Food and Beverage Manager is responsible for the set-up and clearing of linens and all catering related items at all catered events.

Q52: Who owns kitchen equipment and small items?

A: To the best of our knowledge, the Nampa Civic Center owns the kitchen equipment and small items listed on our inventory.

Ford Idaho Center Tour

Q53: When was the facility built?

A: 1997, originally as the Rodeo House

Q54: Are you (Craig Baltzer) the primary Event Booker?

A: Yes, but Thomas Cuisine often does booking as well

Q55: Are there multiple merchandising areas?

A: Yes, the Ford Idaho Center has two (2) main locations for the area, and two (2) main locations for the amphitheater.

Q56: Is the 3% revenue for merchandise sales based on gross sales? What additional expenses is the 3% for sales of merchandise expected to cover?

A: Yes, it is based on 3% of the gross revenue received by the Civic Center or the Ford Idaho Center after all promoters or venues have received their revenues. The expenses related to merchandise sales is staffing.

Q57: Would we issue checks to the City of Nampa, or to the Ford Idaho Center? All remittances are payable to the Ford Idaho Center and the Nampa Civic Center.

Q58: Is Merchandising done by Food and Beverage or by Idaho Center?

A: The Food and Beverage Manager may sell Merchandise on an as-needed basis as determined by the Facility Manager and receive a three percent (3%) fee when asked to sell. The Facility Manager retains the right to negotiate the Merchandise fees on a show- by-show basis, including requiring the Food and Beverage Manger to waive all rights to the Merchandise.

Q59: Are “Hawkers and Sellers” allowed? And are you using them now?

A: Yes, outside vendors participate in some Ford Idaho Center events.

Q60: Are there any portable venues on the inside of the arena?

A: Typically not, but it is allowable

Q61: When do Pepsi Beverage Rights expire?

A: 2/28/17

Q62: Where does the alcohol revenue go to from Rodeo Club? Clarify terms and conditions on room rents, food and beverage revenue and separate lease agreement for liquor license.

A: Room rental revenue goes directly to the Rodeo Board. Revenue from Food and Beverage Services goes to the F&B Manager. Revenues from liquor sales go to Idaho Center Vending, which is a subsidiary of the Rodeo Board.

Q63: Who is on the RFP selection committee?

A: The RFP selection committee has not yet been finalized.

Q64: On pages 15 &19 please define the difference between “catering” and “in house activity”

A: “In-House” activities are City related internal functions, or activities that the Facility Manager deems as a City related function.

Q65: Does the city plan to negotiate with NHF for the IC liquor license?

A: The IC liquor license was renewed in October of 2012, and is set to terminate on September 30, 2015; provided, however, that in the event Nampa terminates that certain Management Agreement between Nampa and SMG, then Nampa can also elect to terminate the IC Liquor License agreement or any renewal thereof, concurrent with the termination of the Management Agreement.

Q66: Is it an option for the city to split the award or are you required to select one vendor?

A: We do not have the option to split the award with this RFP. This RFP was issued to establish a contract with a qualified Food and Beverage Manager to provide services at both event facilities.

Q67: When will we receive the NCC detailed event breakdown?

A: The event breakdown is forthcoming and should be on the RFP website by next week.

Q68: Nampa is reserving the right to waive exclusivity rights to catering, for quite a few events and in a very subjective manner. Can that list be spelled out and agreed upon, so there is less discretionary choice?

A: This has already been noted in 2.01 of the RFP.

Q69: Can the proposer provide their own form to propose commission structure?

A: As long as all of the categories and items listed within the exhibit are answered completely, you may submit on your own form and provide additional information as necessary.

Q70: Is the addendum file "RFPADDENDUM2_7_14posted.pdf" the correct information?

A: Yes, there were just changes in the dates and a couple of clarifications.

Q71: Regarding the revenue streams that are reported in the P&L's from the Nampa/Idaho Center RFP, How much, if any, of each of the revenue streams indicated in the P&L statements come from the Snake River Stampede? Since that is NOT included in the scope of the contract, we want to be sure we understand the revenue history for the purely non-rodeo operations.

A: None. Financials do not include Snake River Stampede because it is not included in the current scope of work.

Q72: Regarding the revenue streams that are reported in the P&L's from the Nampa/Idaho Center RFP, What does the Subcontractor revenue represent? Is that top-line sales from the subcontract services, or is it the fees that the Idaho Center receives from the subcontractors? We need to be able to determine what the new Contractor will book from those operations in a new profit and loss arrangement and what amount commissions to the Idaho Center would be based on.

A: Subcontractors for Thomas Cuisine pay a percentage back to the Idaho Center. Amounts are based on typical industry standards.

Q73: Regarding the revenue streams that are reported in the P&L's from the Nampa/Idaho Center RFP, What is the source of the Cafeteria sales?

A: Slack Time Grill Restaurant, which is attached to the Sports Complex and is typically part of the Horse Park events and BSU track events. FURTHER CLARIFICATION: Cafeteria within the P & L does not refer to the Slack Time Grill. Slack Time Grill numbers are in the concession numbers. Cafeteria refers to when the Rodeo Club is opened for Rodeo club members on events- usually concerts or large arena events. The rodeo club members must pay for dinner when they use it for those purposes.

Q74: Regarding the revenue streams that are reported in the P&L's from the Nampa/Idaho Center RFP, What is the source of the Room Rental and Reimbursements revenue?

A: Anyone can rent the Rodeo Room for events. The revenue from such rental and services has been defined in a previous question above. FURTHER CLARIFICATION: This should actually be referred to as miscellaneous revenue. For example: a client may ask for a special request that is not categorized in the other line items. The Idaho Center will handle the request for them and then they pay them for that service, which is then put into this category. Or, a customer may want to rent linens from the Idaho Center but not have catering, that would get put into this category.

Q75: Can we bid on each facility separately?

A: The bid must be inclusive of both facilities. You may break out your bid to identify the separate facilities and difference in the bid design.

Q76: What are the terms of the merchandise fee? Can merchandise be bid in an alternate method?

A: Currently, the terms of the merchandise fee are 3%, not including expenses or staff to run it. All bid proposals must meet the requirements as listed within the RFP.

Q77: How do the sales associated with the Snake River Stampede impact the overall operation. They are not currently included. The issue here is really impact on liquor license.

A: Snake River Stampede pays all costs and receives all revenue and profits from their events including liquor. For operations, it's as if those two weeks do not exist.

Q78: Who will review the proposals and determine the recommended provider for City Council approval?

A: A review team will be put together to go through the proposals and come up with a recommendation to present to City Council. The selection committee has not yet been finalized.

Q79: Can you provide the contact information for the Nampa Harvest Festival so I can reach out about the terms of the liquor license?

A: The Nampa Harvest Festival is a non-profit organization associated with the Snake River Stampede Rodeo. Their address is 16114 Idaho Center Blvd., Ste. 4, Nampa, Idaho 83687. Phone number is 208-466-8497, Fax number is 208-465-4438.

Q80: Has there been any clarification on the commissions for managing merchandise sales? Is it still 3%?

A: It is 3%, not including expenses or staff to run it.