



Date : June 28, 2024

Phoenix Convention Center

Solicitation No: RFP-PCC-24-0325

Title: Food & Beverage Audit

Addendum No. I

Proposal Submittal Deadline: July 15, 2024, 2:00 p.m. Phoenix Local Time

Phoenix Convention Center Department
Attn: Doug Hayes, Contract Specialist II
100 North 3rd Street, Level 2A
Phoenix, Arizona 85004-2231

Questions and Answers start on page 2.

Proposers must acknowledge receipt and acceptance of this addendum by signing and returning this page with their proposal submittal.

Company Name: _____

Company Address: _____

Authorized Signature: _____

Print Name and Title: _____

- Q1.** With respect to Section 3.3 - Service Areas to be evaluated, it reads "for each retail outlet in PHX kitchens, buffets and during plated banquet service." Are other retail outlets at the Phoenix Convention Centre (e.g., coffee outlet and self-serve coffee in the West Building, food counters in the Exhibit Halls, temporary retail food services set up from time to time, Huss Brew Pub), retail food services at Symphony Hall and retail food services at Orpheum Theatre included in the audit?
- A1.** Yes, they are to be included in the audit.
- Q2.** Again with respect to Section 3.3, is Retail Therapy AZ included in the audit? If so, would this outlet be considered food service or retail for the Financial Performance section of the service areas to be evaluated?
- A2.** Retail Therapy shall be treated as a Retail space.
- Q3.** With respect to Section 3.3. E - Food Safety Practices and HACCP Adherence, are the other retail operations identified above included in the audit as well as food service staging areas such as those in service corridors adjacent to the exhibit halls and meeting rooms at the Phoenix Convention Center?
- A3.** Yes, these would be included as well.
- Q4.** When does the contract between Aramark/Aventura and the City of Phoenix expire?
- A4.** December 2030.
- Q5.** Can the City or Aramark provide a list of concessions/counter stands in all halls, including Symphony Hall and Orpheum Theater?
- A5.** Please check the solicitation website for a separate PDF file "Aventura POS Locations at PCCD".
- Q6.** Can the City provide a list of events from April 1, 2025, through March 31, 2026, including both public events and private bookings?
- A6.** A list will be provided to the awarded vendor once awarded the contract. PCCD and Venues have roughly 162 events over multiple days on the schedule currently.

- Q7** Can the City provide CAD drawings for all food and beverage locations at all associated buildings and venues, especially Orpheum Theater?
- A7.** Yes, Please check the solicitation website for a separate PDF of the CAD drawings. We expect to have them posted soon.
- Q8** Does the city have a preferred airline or hotel it requires its vendors to use while conducting business?
- A8.** No.
- Q9** Is there an overall or annual budget for this scope of work?
- A9.** Funds have been identified for this service; cost is evaluated as part of the evaluation process per RFP.
- Q10** Are there any page limits for any portion of the submittal?
- A10.** No, If file size requires multiple documents sent in different emails, please title the email accordingly. Example: 1 of 3, 2 of 3, 3 of 3.
- Q11.** Could you provide a copy of the approved operating procedures to better understand the established standards?
- A11.** Approved operating procedures will be provided to the awarded vendor.
- Q12.** Can you share the specific HACCP protocols currently in place?
- A12.** Current HACCP protocols in place have been established based on Maricopa County Environmental Services.
- Q13.** Could we review the current staff training materials?
- A13.** The current staff training materials will be provided to the awarded vendor.
- Q14.** Can you provide more details on the performance measurement matrix and key performance indicators used?
- A14.** The performance measurement matrix is provided by the proposer. The Key Performance Indicators are listed in Section 3.3, proposers are not limited to these

areas or descriptions, but must at minimum provide evaluations for each of the areas listed.

Q15 Are there any specific challenges or issues you anticipate with the current service areas?

A15. No major issues but always on-going improvements to service areas may pose challenges from time to time.

Q16. Could you elaborate on the specific metrics and benchmarks used to evaluate each service area (e.g., food quality, presentation, service timing, etc.)?

A16. PCCD is requesting vendors to develop audit metrics and perform the audit as proposed.

Q17 Are there any restrictions or guidelines we should be aware of when scheduling audits?

A17 All audits will be scheduled with the contract manager or delegate.

Q18. Can you provide more details on how financial performance should be measured and compared to similar operations?

A18. No, the vendor should propose how they would conduct the audit and how the vendor would provide the audit findings to the PCCD. See Section 3.3, paragraph I.

Q19 Are there times or events when secret shopper evaluations should or should not be conducted?

A19. All audits will be scheduled with the contract manager or delegate.

Q20 Are their specific food safety or sanitation certifications required for the chosen vendor?

A20. No.

Q21. Can we see an example of the annual report being submitted?

A21. No, the audit report is strictly confidential. The vendor should propose how they would conduct the audit and how the vendor would provide the audit findings to the PCC.

Q22. Can you please explain the deliverables – individual audits reports per round by location with each question answered? Overall reports for each location? Can we see what is currently being delivered after each round of audits?

- A22.** The deliverable is the proposed audit report. No, the audit report is strictly confidential. The vendor should propose how they would conduct the audit and how the vendor would provide the audit findings to the PCC.
- Q23** Provide a list of each retail/food service point?
- A23.** Please check the solicitation website for a separate PDF file “Aventura POS Locations at PCCD”.
- Q24** How many and what type of equipment must be inspected?
- A24.** Various restaurant and banquet equipment. Restaurant equipment is in a few hundred and banquet equipment in thousands.
- Q25** As part of employee training audits, do employee records need to be audited for health compliance (TB tests, etc.)?
- A25.** No.
- Q26** Will auditors need city issued badges to access these premises? If so, how do contract workers obtain city issued badges? Is it an online process? How long are badges active before they need to be renewed?
- A26.** No, but arrangements will need to be made through PCC and Aventura for non- secret shopper site visits.
- Q27** Are there any specific requirements or agencies required in completing background checks for the contract workers? If so, is there a known cost associated with the type of background check required?
- A27.** Background checks for contract workers from the audit agency? Yes, all contracted employees must be background checked. Not sure what the cost associated for this is.
- Q28** Can the presentation from the pre-proposal conference be shared as part of the solicitation documents?
- A28.** Yes, please check the solicitation website for a separate PDF file of the PowerPoint.
- Q29** Will vending machines be audited as part of this scope of services?
- A29.** No.