




**Pre-Offer Conference
RFP PCC 24-0325
Food & Beverage Performance
Audit
June 5, 2024, 10:00 AM
Phoenix Convention Center
Room 213A**

OUR VISION IS TO BE THE PREMIER CONVENTION AND ENTERTAINMENT COMPLEX IN NORTH AMERICA THROUGH OUR DISTINCTIVE VENUES, CARING SERVICE, AND MEMORABLE EXPERIENCES



RFP-PCC-24-0325
Food and Beverage Performance Audit

Please sign in

❖ Vendors

❖ Department staff

Agenda



- ❖ Introductions
- ❖ Solicitation Transparency Policy
- ❖ Solicitation Instructions
- ❖ Solicitation Overview
- ❖ Scope of Work and Evaluation Criteria
- ❖ Submittals

Introductions

- ❖ Procurement Officer
 - ❖ Doug Hayes
- ❖ Contract Manager (SME)
 - ❖ Roman Bilducea, Facility Coordinator
- ❖ Other Department Staff
 - ❖ Jonah Artiga, Admin Aide
 - ❖ Tracy Reuer, Senior Buyer
 - ❖ Dorene Boyd, Contracts Specialist II
 - ❖ Arturo Nubez, Procurement Manager
- ❖ Oral Communication during pre-offer conference does not constitute a change to the solicitation.
- ❖ All questions must be submitted in writing. The City will address questions and make changes via an addendum.

Solicitation Transparency Policy

Phoenix City Code, Chapter 43, Section 43-36

- ❖ Effective: From date and time solicitation is issued (05/23/2024) until contract award by City Council.
- ❖ All Offerors and their representatives will only discuss matters of this solicitation with the Procurement Officer.
- ❖ Discussion may occur with the Mayor, City Council members, Deputy City Managers, Phoenix Convention Center staff, etc. ONLY at a public meeting as requested through the Procurement Officer.
- ❖ As long as this solicitation is not discussed, Offerors may continue to discuss business that is unrelated to this solicitation with City Staff.

PROPOSERS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED!

All questions must be directed, in writing, to the Procurement Officer.

Solicitation Instructions

The City of Phoenix invites offers for annual Food and Beverage Performance Audits for a five-year period commencing on or about April 1, 2025, or the “Effective Date” which is upon award by City Council, conditioned upon signature and recording by the City Clerk’s department, as required by the Phoenix City Code, whichever is later.

Solicitation Instructions

- ❖ Vendor Self-Registration www.phoenix.gov/procure
- ❖ Preparation of Offer
 - ❖ Solicitation Response checklist
 - ❖ All forms in the Submittal must be completed
- ❖ Exceptions
- ❖ Business in Arizona
 - ❖ Registered with Arizona Corporation Commission or submit exception

Solicitation Instructions- Due Date

DEADLINE

**Monday, July 15, 2024
at 02:00 P.M.
Local Arizona Time**

LATE PROPOSALS WILL BE DISQUALIFIED

Tabulations, Awards, and Recommendations

<https://solicitations.phoenix.gov/Awards>

(Narrow by Phoenix Convention Center)

Solicitation Instructions- Pre-Award Qualifications

Failure to meet the minimum qualifications will result in a non-responsive Offer.

- ❖ Offeror must have been in operation a minimum of five years. The Offeror's normal business activity during the past five years will have been for providing the goods or services in this solicitation.
- ❖ Offeror must provide three references meeting the size and complexities of the Phoenix Convention Center, who can attest to your abilities to navigate the unique challenges of large venues.

Overview- Standard Terms

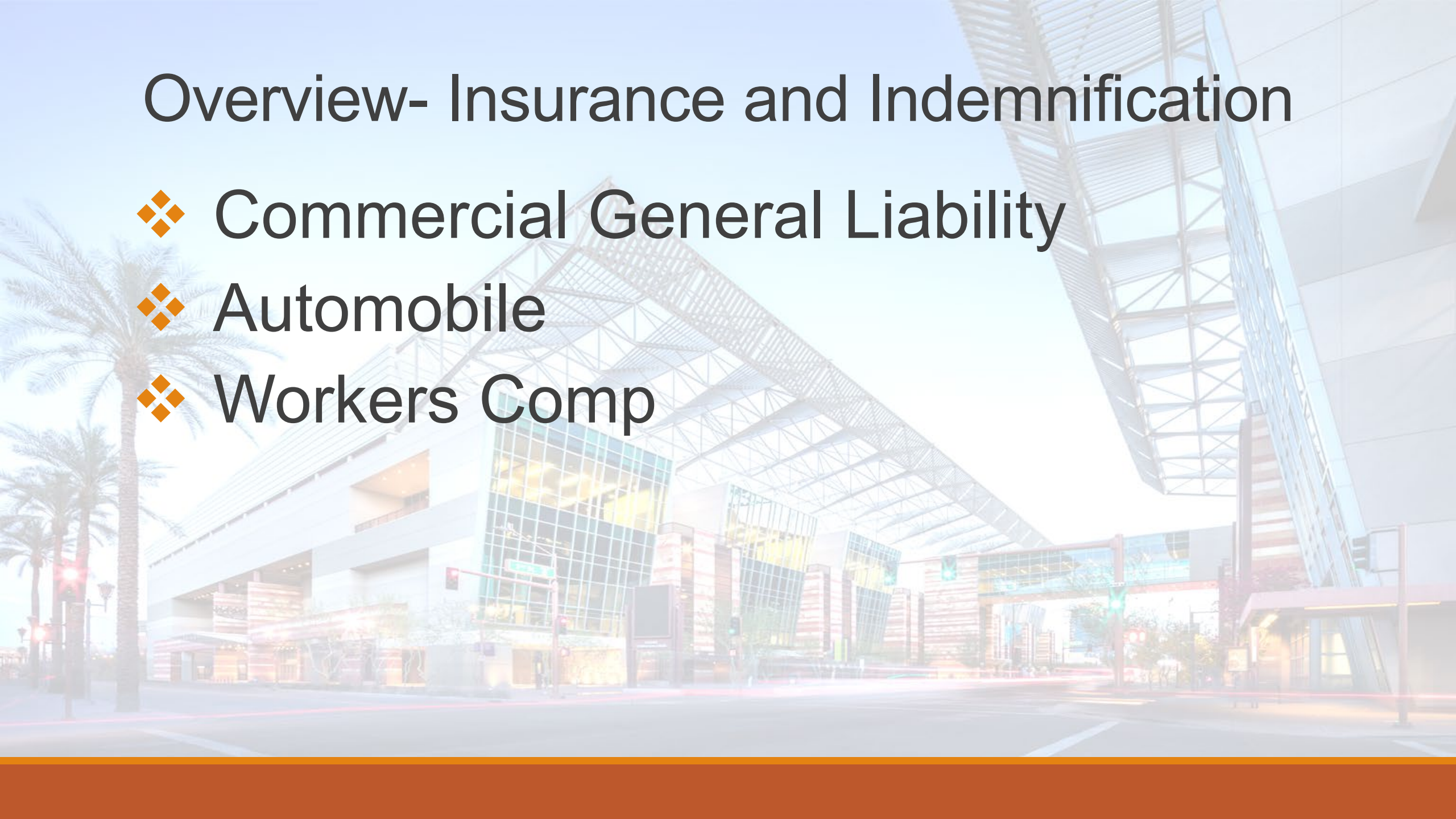
- ❖ It is the responsibility of the vendor to read and understand the entire solicitation.

Overview- Special Terms

- ❖ Term – Five-Years, Starting April 1, 2025
- ❖ Delivery – FOB, Audits delivered to PCC
- ❖ Method of Ordering / Invoicing
- ❖ Security Inquiries
- ❖ Liquidated Damages
- ❖ Background Screening

Overview- Insurance and Indemnification

- ❖ Commercial General Liability
- ❖ Automobile
- ❖ Workers Comp



Scope of Work

- ❖ The Phoenix Convention Center & Venues (PCC) seeks proposals to develop audit metrics and audit the performance of our contracted food and beverage services provider. PCC presently contracts with Aramark, DBA Aventura, to provide exclusive food and beverage services at the Phoenix Convention Center, Symphony Hall, and Orpheum Theatre. Gross sales generated by Aventura from these services in 2023 was approximately 27.2 million. PCC seeks a qualified consultant to develop an audit plan to measure the performance of Aventura as a service provider and to conduct this performance audit on an annual basis for the term of the agreement.

Scope of Work

- ❖ PCC and Aventura will make available to successful proposer information and documents necessary to fulfill the requirements of the final agreement. Proposer must agree to keep all provided information strictly confidential, including the result of the performance audit which will be provided to PCC and Aventura jointly. To reiterate, the information obtained from PCC and Aventura to conduct the audit as well as the results of the audit in every form, are to be held in strictest confidence by Proposer.

Scope of Work

❖ Food and beverage contractor (Aventura) performance will be rated on a scale of 0 to 100 for each service area with an overall score rated on a scale of 0 to 100. Scores will be compiled and ranked into one of the following categories for overall performance.

❖ Rating Scale

❖ Score	Rating
❖ 100% - 95%	Achieved Service Excellence
❖ 94% - 85%	Achieved Superior Service
❖ 84% - 75%	Average Service
❖ 74% - 65%	Needs Immediate Improvement
❖ 64% - 0%	Failing

Scope of Work

- ❖ Reports are to be submitted in both digital pdf format (by email) as well as two (2) printed copies on or before April 1 of each contract year.
- ❖ The City's required delivery date has been selected for a specific reason. Any deviations by the Contractor from that date, after contract award, may result in the implementing of the "Default" and/or "Liquidated Damages" provisions of the contract.

Scope of Work

❖ SERVICE AREAS TO BE EVALUATED

- ❖ Proposers will include in their proposal evaluation criteria and methodology for each of the areas identified below.
- ❖ Proposers are not limited to these areas or descriptions, but must, at minimum provide evaluations for each of these areas as described.
- ❖ Proposers should identify any areas where these minimum requirements are exceeded.
 - ❖ A. Food Quality: Evaluation of food quality, taste, menu offerings for each retail outlet in PHX Kitchens, buffets and during plated banquet services.
 - ❖ B Food Presentation: Evaluation of food presentation including appearances, consistency of presentation, quantity, and service temperature.
 - ❖ C Service Timing: Evaluation of line speed at retail outlets in PHX Kitchens and speed of service and timing during buffets and plated banquet services.
 - ❖ D Adherence to Approved Operating Procedures: Evaluation and comparison of written procedures offered by Provider and actual procedures implemented by Provider's staff.
 - ❖ E. Food Safety Practices and HACCP (Hazard Analysis Critical Control Points) Adherence: Evaluated at each PHX Kitchen outlet, each PHX Counter location, Downtown PHX Café and Lounge and in the West, North and South kitchens.

Scope of Work - Service Area's Cont.

- ❖ F. Sanitation Practices: Evaluation of sanitation practices at all PHX Kitchen locations all PHX Counter locations, Downtown PHX Café and Lounge and in North, West and South kitchens, including shipping and receiving areas, trash and composting area, staff training and staff adherence to sanitation procedures.
- ❖ G. Employee Training: Evaluation of the effectiveness of staff training materials, including on-boarding and new employee training, guest services training, food handling and safety training and other areas identified by Proposer.
- ❖ H. Sales and Marketing Effectiveness: Evaluation of Providers sales efforts including web site functionality, timeliness of response and other areas identified by Proposer.
- ❖ I. Financial Performance: Evaluation and comparison of financial performance when compared to similar operations in the United States.

Evaluation Criteria

Evaluation Criteria #1 - Proposed Audit Reporting Methodology	0 - 500 pts
Evaluation Criteria #2 - Proposed Audit Method	0 - 200 pts
Evaluation Criteria #3 - Experience of Proposing Firm	0 - 200 pts
Evaluation Criteria #4 - Cost of Proposal	0 - 100 pts

Overview- Submittals

- ❖ One electronic copy of Proposal and Submittal Attachment
- ❖ Submittal Format – See Submittals Section
- ❖ Submittal Attachments
 - ❖ Pricing Proposal
 - ❖ Costs and Payments
 - ❖ Place of Business
 - ❖ Contractor Information
 - ❖ Notices and Contacts
 - ❖ Contractor Licensing Requirements
 - ❖ Years in Business and References
 - ❖ Debarment and Exclusion
 - ❖ Conflict of interest and Solicitation Transparency Disclosure Form
 - ❖ Offer and Acceptance Page
 - ❖ * Signed Addenda – signature page only

Due Dates

**Important
DATE!**

❖ Written questions due by:
June 12, 2024, by 2 PM

❖ Offers due by:
July 15, 2024, by 2 PM
Local Arizona Time

A photograph of a modern, multi-story building with a complex glass and metal facade. The building features a large, angular glass structure that extends over a street. Several palm trees are visible on the left side of the frame. The scene is set during the "blue hour" or "golden hour," with a soft, hazy light in the sky. The overall atmosphere is clean and professional. The text "Thank you for Attending!" is overlaid in a large, bold, black font, centered on the image. The bottom of the image has a solid orange horizontal bar.

**Thank you for
Attending!**