



CONCESSIONS 101

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AGENDA TOPICS



Concessions 101

Responding to an RFP

ORD Upcoming Opportunities

Resources

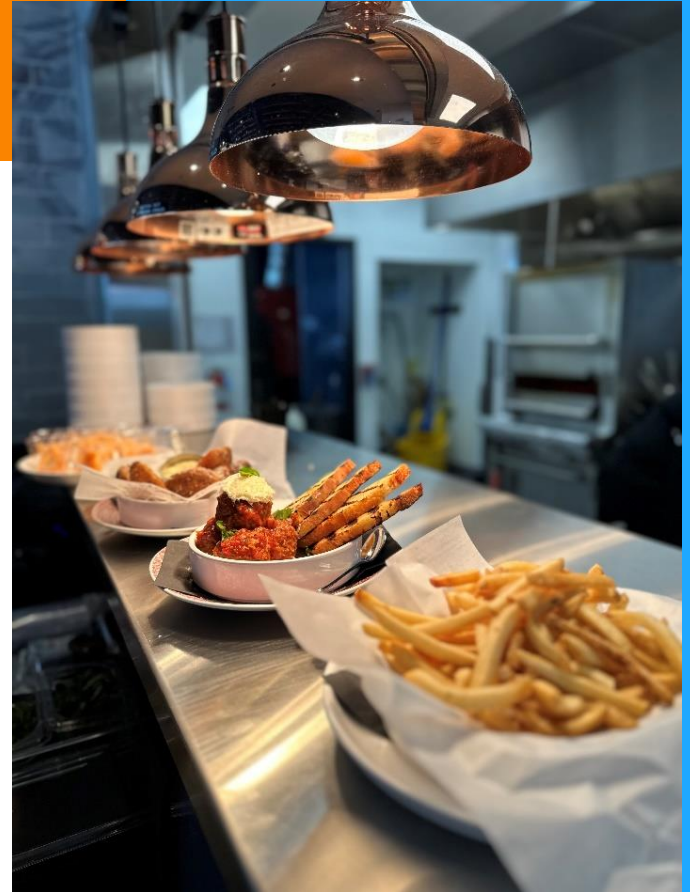
Questions



CONCESSIONS 101

CONCESSIONS PROGRAM

- The CDA is responsible Concessions at both O'Hare and Midway
- 105+ Million Passengers traveled through O'Hare and Midway in 2025
- Over 250 Concessions Locations
 - 85 Retail
 - 145 Food & Beverage
 - Over 200,000 Square feet
- \$700 Million in combined concessions revenue
- Over 2,000 employees work at concessions





FUN FACTS

- O'Hare was named one of Food & Wine's Top 10 Domestic Airports for Dining in 2026
- Named Favorite Airport Dining by Trazee Travel for 6 consecutive years and Favorite Airport in North America by Global Traveler for 22 consecutive years
- One of the most profitable Chili's locations globally, this Terminal 1 spot is a crowd-pleaser at O'Hare.
- The Terminal 5 Food Court Dunkin' is one of the chain's most profitable locations globally
- O'Hare has 8 Starbucks and 8 McDonald's
- A Chicago institution since 1898, Berghoff, known for its iconic Corned Beef and Reuben sandwiches, continues its legacy at O'Hare, selling over 10,000 sandwiches annually.

AIRPORT CONCESSION CATEGORIES

Food & Beverage

- Branded/Non-Branded
- Airport/Local/National Brand
- Sit Down/Full Service
- Fast Casual/Quick Serve
- Grab & Go/ To Go/Walk-Away
- Restaurant/Bar
- Snack

Specialty Retail

- Electronics
- Travel Accessories
- Lifestyle
- Apparel
- Accessories/Jewelry
- Books

News & Gift

- Souvenirs
- Convenience

Duty Free

- Duty Paid

Advertising

- Indoor
- Outdoor

Services

- Spa
- Lounge
- Banking
- ATMs
- Foreign Currency Exchange
- Luggage Carts
- Shoe Shine
- Airport Network Media Programming Services
- Automated Retail
- Mobile Ordering (OrderORD.com)

CONCESSIONS CATEGORIES

ON AVERAGE FOR FOOD & BEVERAGE:



~950

square feet



\$2.4M

annual sales

TOTAL T1 & T3

Category	Avg SF	Avg \$
Coffee	539	\$1,509,743
Quick Service	723	\$2,888,327
Casual Dining	3,465	\$5,802,138
Walk Away	383	\$1,228,586

CONCESSIONS CATEGORIES

ON AVERAGE FOR RETAIL:



488

square feet



\$1.3M

annual sales

TOTAL T1 & T3

Category	Avg SF	Avg \$
News/Conv	674	\$2,183,442
Specialty Retail	364	\$700,099

HOW DO YOU OPERATE AND PARTICIPATE?

Single Operator

Company leases directly from airport to operate concession

Joint Venture

Company forms a partnership with another business to lease and operate a concession

Subtenant

Company leases from a larger concessions operator and operates as a subtenant

Franchise Agreement

National and Regional Franchisees operate concepts at airport (e.g., McDonalds, Dunkin')

License Agreement

Operators obtain licenses with regional and local brands to operate their concepts at the airport (e.g., Harry Caray's, Publican)

Regional and Local

Companies operate their own concepts at the airport (e.g., Garrett, Nuts on Clark)

Airport Brands

Companies "develop" generic brands to operate concessions at the airport (e.g., Ice Bar, Chicago Cubs Bar & Grill)



RESPONDING TO AN RFP

PREPARE AHEAD OF TIME

- **Explore Resources** – Visit the Concessions Resources page at www.flychicago.com/concessionsresources for current opportunities and business tools.
- **Stay Informed** – Sign up for web alerts on concessions and business updates at www.flychicago.com/signup.
- **Engage with Industry Experts** – Connect with other airports and concessionaires.
- **Attend Industry Conferences** – Gain insights by participating in key airport concessions events:
 - ACI – Airports Council International
 - AXN – Airport Experience News
 - AMAC – Airport Minority Advisory Council, including local chapter events





FIND GOOD ADVISORS

FINANCIAL

Begin conversations with your banker or find an institution interested in small business lending.

ATTORNEY

You wouldn't go to court without a good attorney, so don't negotiate without one either.

SMALL BUSINESS DEVELOPMENT CENTERS

Take advantage of counseling, training, and SBA-supported resources to assist with business startups and expansion.

ACCOUNTANT

They play an important role while preparing the proposal and once you begin operating.

WRITER

Find a proposal writer that knows how to prepare airport concessions proposals.

UNDERSTANDING THE COMMITMENT

- It's not just about your business, it's about your business in an airport
 - TSA Security logistics for screening income goods
 - Employees retention
 - Hours of operation
 - Product logistics
 - Airlines and passenger characteristic
 - Passenger ebbs and flows
- Remember what works on the street may not work in an airport
- Build out costs at Chicago airports can be between \$1,500 - \$2,500 per SF
- Concessions operate 365 days a year



THE RFP PROCESS

CDA PREPARATION PHASE

- CDA identifies locations available for lease
- CDA generates and issues a Request for Proposals (RFPs)

RESPONSE AND SELECTION PHASE

- Respondents prepare and submit proposals
- CDA evaluates responses through a Selection Committee
- CDA selects winners

LEASE FINALIZATION PHASE

- Selected concessionaire and CDA finalize the lease
- CDA obtains approval of City Council

DESIGN & CONSTRUCTION PHASE

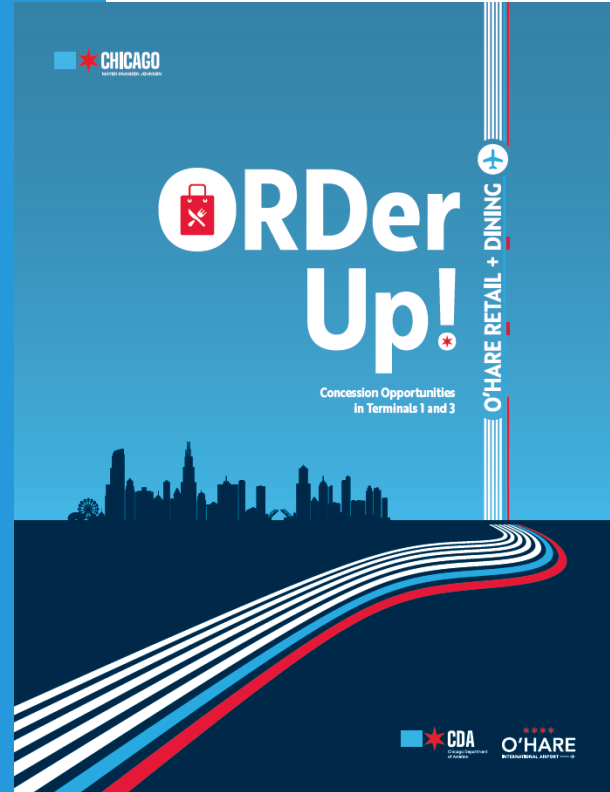
- Concessionaire submits design and construction plans for review and approval
- Concessionaire completes construction and opens for business



**This process may take
1.5 to 3 years from date
of RFP release**

READ THE RFP CAREFULLY

- 1 Read, reread, and have others read the RFP carefully and follow all RFP requirements
- 2 Attend the Pre-Proposal Meeting and Tours
- 3 Pay attention to the minimum qualifications
- 4 Understand the type of concession the CDA is seeking
- 5 Visit the data room often
- 6 Ask questions!



GENERAL ELEMENTS OF A PROPOSAL

Cover/Transmittal Letter

Experience and
Qualifications Statement

Methods of Management
and Operations

CONCESSIONS DEVELOPMENT PROPOSALS

Store Concept
and Design

Compensation
to the City

Projected Sales, Net
Income and Cash Flow

Capital Investment
and Financing Plan

Airport Concessions Disadvantaged
Business Enterprise Participation Plan

Professional
References

Exceptions

Executed Proposal
Affidavit

Business Information
Statement

Financial Statements

Make sure you read the RFP for other specific requirements

CONVEY YOUR CONCEPT AND IDEAS

- You are promoting your concept and your ability to operate it
- Be concise and direct
- Talk about how your proposal would work in the airport environment
- Market yourself – data, statistics, awards, honors, etc.



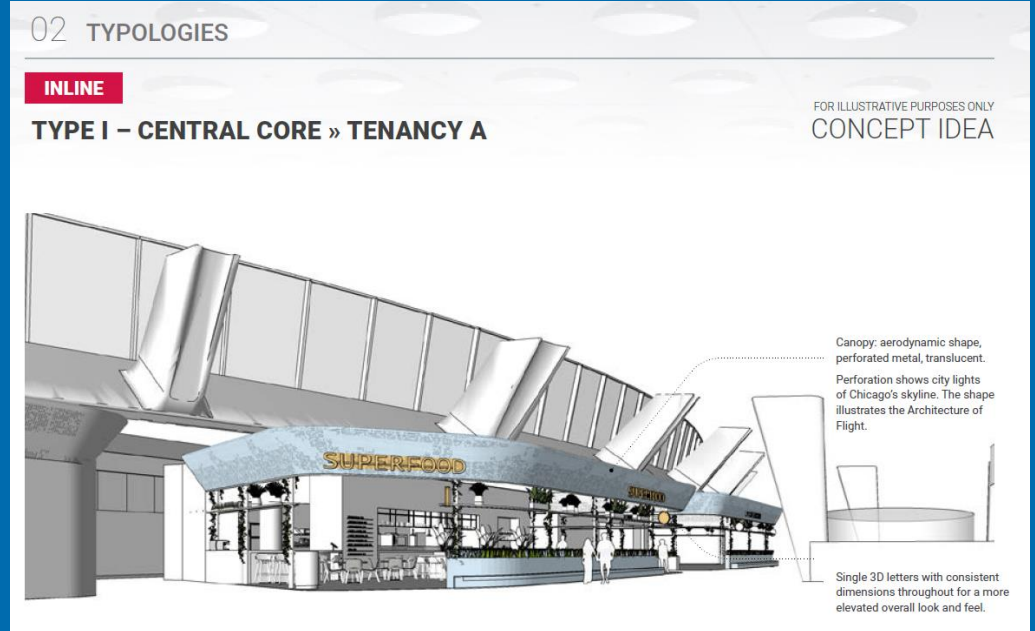
CONVEY FLEXIBILITY AND ENTHUSIASM

Consider different traveler profiles

- Generational
- Business, leisure, families

Consider the concept design

- Sustainability
- Technology integration
- Unique branding moments
- Unique design characteristics



What makes your business one of a kind? To Chicago? To Airports?



ORD OPPORTUNITIES

UPCOMING CONCESSION OPPORTUNITIES



O'Hare New Concourse D



O'Hare Concourse L

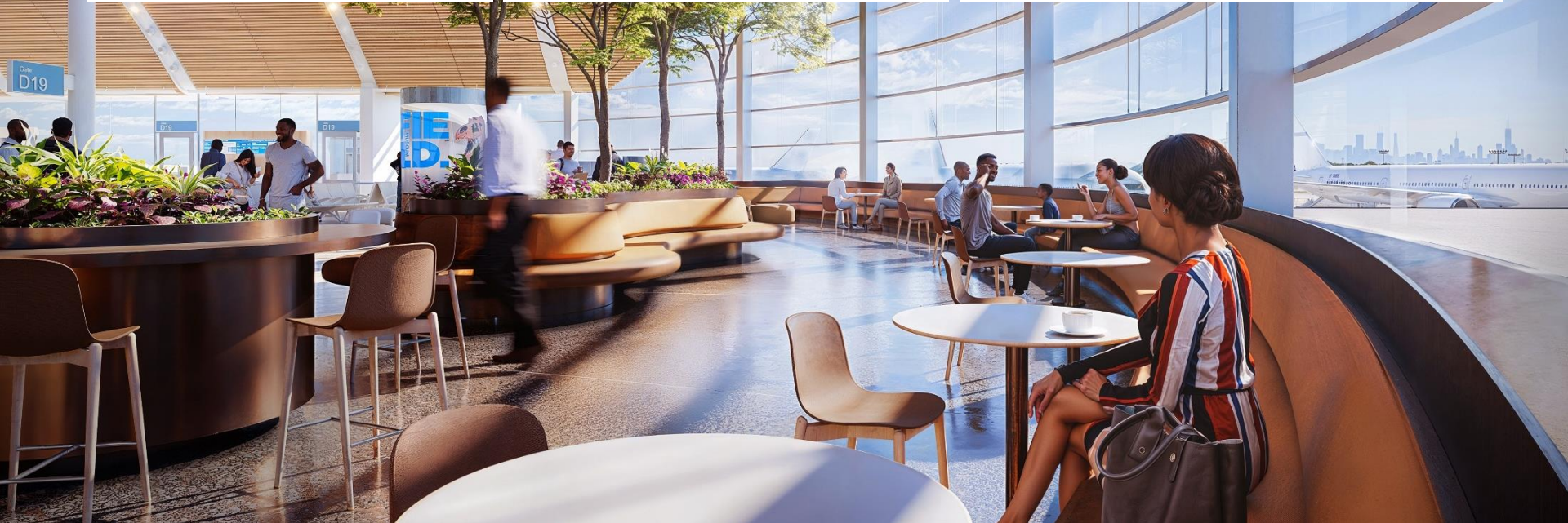
CONCOURSE D WILL REDEFINE THE TRAVEL EXPERIENCE FOR MILLIONS

590,000-square-foot concourse

**20,000 square feet
of lounge space**

**30,000 square feet of
commercial space**

**450 square feet
of new children's play area**





SKYLIN SHOP

↑

YTUB



RESOURCES

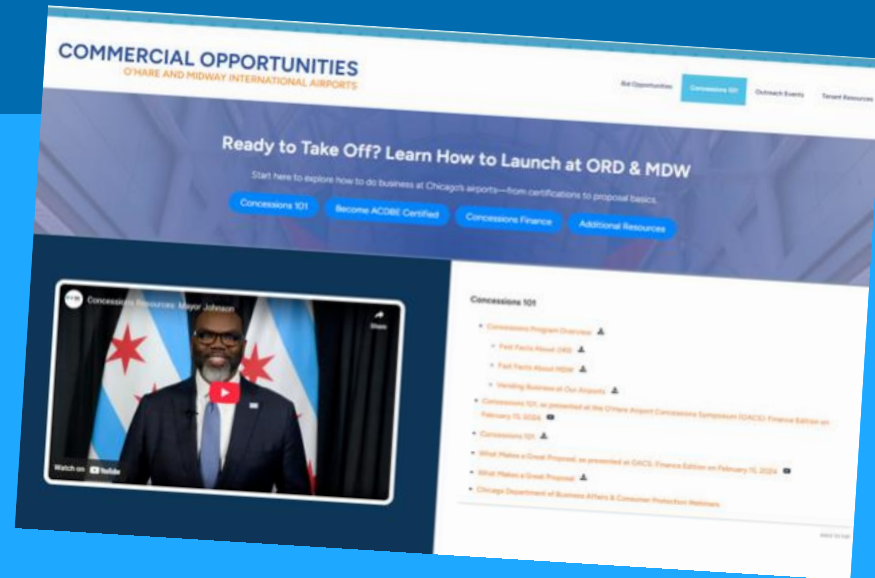
VISIT OUR CONCESSIONS RESOURCES PAGE



Get the resources at
flychicago.com/concessionsresources

And get more information on:

- Sign Up for Web Alerts
- Previous Presentations
- Concessions Program Overview
- Small Business Resources



HOW TO GET YOUR VENDING MACHINE BUSINESS IN THE AIRPORT



PROGRAM OVERVIEW

The Chicago Department of Aviation (CDA) operates over 140 vending and automated retail units at O'Hare and Midway International Airports, offering travelers food, beverages, electronics, cosmetics, and travel essentials.

HOW TO GET INVOLVED

The program has active leaseholders with established agreements awarded during an open Request for Proposals (RFP) period.

Currently, there are no open RFPs for new automated retail opportunities. Outside of an RFP period, interested businesses can partner with an active leaseholder by reaching out directly.

ACTIVE LEASEHOLDERS & CONTACT INFORMATION

O'HARE

PepsiCo Inc

Assorted Beverages

✉ jw@airbrandsinc.com

Prepango LLC

Cosmetics, toys, travel essentials, electronics

✉ laura@Prepango.com

Compass Group USA Inc / Canteen

Assorted food, snack, and beverages

✉ roger.sweeney@compass-usa.com

Best Vending Midwest

Assorted food, snack, and beverages

✉ sheridadian@gmail.com

Swyft Ventures

Cosmetics, electronics, travel essentials

✉ ian@swyft.com

Nuts On Clark Inc.

Popcorn, snack products, candy, baked goods

✉ nutsonclark@nutsonclark.com

Good Vibrations / Body Charger Systems

Foot massage terminals

✉ mark@bodychargersystems.com

MIDWAY

Midway Partnership

Food, beverage, assorted retail

✉ info@midwaypartnership.com

STAY CONNECTED

Subscribe to the CDA
business opportunities alerts:
grco.de/WebAlerts or scan QR code



THANK YOU FOR PARTICIPATING TODAY

Questions?

General questions?

CDAConcessions@cityofchicago.org





CHICAGO DEPARTMENT OF AVIATION

MICHAEL J. MCMURRAY, COMMISSIONER



flychicago.com