

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #3 – Questions & Answers, August 25, 2020**

The following changes and/or revisions are incorporated into the above referenced RFP Document as noted. All other provisions and requirements as originally set forth remain in force and are binding.

**THE RESPONDENT MUST ACKNOWLEDGE RECEIPT OF THE ADDENDUM IN  
THE COVER LETTER SUBMITTED WITH ITS PROPOSAL**

**Question 1:** The video says unit 20 is Micro Mart but you discussed it in package 3. Is it in Package 2 with micro marts (said two sites) or package 3 with automated retail?

**Answer: Location #20 is part of Package #3 the Automated Retail, Services and Food. The correction has been made on the video tour of Package #3.**

**Question 2:** FYI, the data room: Self-Checkout Micro Marts (Package 2)

The City is seeking to add self-checkout micro markets in Terminals 1, 2 and 3. Micro Markets are defined as self-contained stores without direct customer serving employees and includes check-out free, touch-free and "Walk Out" or "Just Walk Out" technology. \*Today's presentation only lists two spaces.

**Answer: Package #2, Automated Self-checkout Micro Marts includes only two (2) spaces/locations, Spaces A & B. The City reserves the right to offer more spaces in the future. The spaces are offered as per the RFP but reserves the right to add more spaces in the future.**

**Question 3:** Will this presentation be available?

**Answer: The preproposal meeting on-line PowerPoint presentation is posted in the RFP's Data Room.**

**Question 4:** Please instruct how we can access the Data room?

**Answer: The Data Room can be accessed via [www.flychicago.com/rfp2020](http://www.flychicago.com/rfp2020) or by going to the flychicago.com website and clicking on the "About CDA" section and then choosing "Concessions RFP Opportunities" from the drop-down Opportunities menu.**

**Question 5:** What is higher prevailing wage you mentioned that is higher than \$14.15?

**Answer: The minimum wage, of \$14.15, as of July 2020 and established by the September 2014 Executive Order is the current minimum wage required to be paid by companies with airport concessions contracts, established after October 2014.**

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 6:** How do we retrieve this power point from the data room?

**Answer:** See Question 3.

**Question 7:** Which room?

**Answer:** See Question 3.

**Question 8:** Is there a PDF file available of the presentation? If not, where can we get links to information?

**Answer:** See Question 3.

**Question 9:** Can an airport entertainment/augmented reality concept be considered for these locations?

**Answer:** The City will consider all proposed concepts and reserves the right to select the concepts that it deems to best meet the needs of its customers and the goals and objectives of the City.

**Question 10:** RFP mentions ACDBE participation will be accepted in the form of purchase of goods and services from ACDBE. In this instance, how would the 32% aspirational goal be achieved. How is that % calculated when ACDBE participation is in this form?

**Answer:** The ACDBE participation can be satisfied as a supplier of goods and services (subcontractor), as a joint venture partner, or as a subtenant. As a joint venture partner/subtenant the participation is counted as a percentage of total annual sales for the Airport operation. As a supplier of goods and services the participation is counted as a percentage of total annual spend on goods and services for the Airport operation.

Please keep in mind that the ACDBE must perform a commercially useful function. The assumption is that the role assigned is one that is required on an ongoing, predictable basis, which will be necessary to determine how much credit, if any, should be assigned to the role. The roles must be commensurate with the claimed ACDBE participation to justify credit.

For more information please refer to CFR 49 Part 23 Subsection 23.55. or access the following site:

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

<https://www.ecfr.gov/cgi-bin/text-idx?SID=e9311ecd0c0bf5aafa1a68b4cfe4829e&mc=true&node=pt49.1.23&rgn=div5>

<http://www.idot.illinois.gov/doing-business/certifications/disadvantaged-business-enterprise-certification/il-ucp-directory/index>

<https://faa.dbesystem.com/>

**Question 11:** It the RFP ONLY for ACBDE companies?

**Answer:** The RFP is open to all companies who meet the requirements of the RFP.

**Question 12:** Please confirm the expected timelines for the release of the solution - especially Package 1.

**Answer:** All schedules are posted in the RFP's Data Room.

**Question 13:** It is the intent of the City to congregate automated facilities in selected locations providing at least one (1) food and beverage and one (1) retail together. So we can propose both a food/bev. & retail per location?

**Answer:** It is the intent of the City to best meet the needs of its customers, which includes providing alternative concessions and options. The City anticipates that congregating different types of products in a location best serves the most needs of its customers. A proposer may propose any mix of products per location and justify in writing why the proposed mix best meets the needs of the customer.

**Question 14:** Can we propose 2 retail together?

**Answer:** See question 13.

**Question 15:** Can we propose 2 food (i.e. food one beverage) together?

**Answer:** See question 13.

**Question 16:** If electing to form a Joint Venture in order to fulfill the ACDBE requirement, is there a requirement to form an entirely new legal entity between the parties in this Joint

## **CHICAGO O'HARE INTERNATIONAL AIRPORT**

### **REQUEST FOR PROPOSALS**

#### **"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE, AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL, SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

#### **Addendum #2 – Questions & Answers, August 25, 2020**

Venture or can the parties remain bound by a contractual relationship without having to form a new legal entity?

**Answer: The respondent should seek its own legal guidance. The City will enter into an agreement with an entity that achieves the 32% ACDBE ownership requirement whether through a JV or through the purchase of goods and services. Also see question #10.**

**Question 17:** Does the mobile ordering provider need to staff management and delivery team?

**Answer: The City is seeking a delivery service component as part of Package 1. How a proposer achieves this objective is up to the proposer.**

**Question 18:** How do the bigger companies be introduced to us ACDBE smaller companies?

**Answer: A list of companies and individuals who signed up to attend the online preproposal meeting is posted in the RFP's Data Room.**

**Question 19:** Can you give us an idea of how many locations are available for mobile ordering and an estimate of how many will sign up for the service?

**Answer: It is up to the proposer to propose locations and estimate its usage.**

**Question 20:** With respect to cosmetic and retail products— is there a code to abide by such as cosmetics? As far as the CDA is concerned I mean?

**Answer: The City requires more information in order to answer this question.**

**Question 21:** For package one, the ecommerce platform or app solution is green field?

**Answer: The City has not developed a platform or mobile application to facilitate ordering from concessions. That does not mean that individual concessionaires/companies have to develop their own applications to assist with mobile/electronic ordering. The platform is open to the respondent's discretion as to how to service the entire concession program. The City envisions a one-stop shopping system.**

**Question 22:** There is a Payphone row, for example, locations #16, #17, will those be removed and if so, who pays for it?

**Answer: It will up to the phone company and/or the proposer to remove the payphones.**

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 23:** Is the 32% gross revenue goal of ACDBE the "rent" that is paid. If not, what is the rent structure?

**Answer:** The 32% goal is based on revenues. The rent paid is to be proposed as a percentage of gross revenues.

**Question 24:** Can you allow Primes to bid with existing ACDBE firms that are certified in other states and who are in the process of obtaining Illinois certification, to be considered as acceptable partners for this bid, even if Illinois State certification has not yet granted by the certifying authorities in IL at the time the RFP submission deadline?

**Answer:** It is the City's policy that a company must be ACDBE certified in the State of Illinois at the time of proposal submittal.

**Question 25:** Is it enough to be a certified DBE or do we have to follow through with a separate ACDBE certification?

**Answer:** In order to achieve the 32% ACDBE goal, a company must be ACDBE certified in the State of Illinois.

**Question 26:** Will CDA require tenants to participate in the mobile ordering platform?

**Answer:** Under existing concession agreements, existing ORD tenants are not required to participate. It is up to the respondents to create relationships and agreements with existing and future ORD operators.

**Question 27:** Is package 1 only on handheld devices in the airport or could be accessed via iOS and Android play store?

**Answer:** The proposed system must be accessible via handheld iOS and Android devices. In addition, other means of access will be considered. Maximum accessibility to the platform is the responsibility of the respondent and should be part of the proposal. Maximum access points that allow all customers of ORD should be provided.

**Question 28:** Is there possible consideration for offering medical services to the CDA employees and visitors as amenity along with concession?

**Answer:** The City will consider all proposal options and concepts.

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 29:** Does it have to be a JV for ACDBE?

**Answer:** It is up to the proposer to how to achieve the goal of the 32% ACDBE participation.

**Question 30:** Will we have another opportunity to bid if we do not make the bid this go around?

**Answer:** It is the intent to award all three packages during this RFP process.

**Question 31:** For locations without electricity, is the tenant responsible to supply it, and if so, can the CDA provide an estimated cost to do so for each location?

**Answer:** It is the responsibility of the proposer to provide the required utility services to and at each location. It is the proposer's responsibility to estimate these costs.

**Question 32:** Do we have existing backend systems that will potentially support the ecommerce app?

**Answer:** No, the City does not have nor will provide such a system. It is up to the proposers to provide their own systems and should include a description of their system and the ability to work with existing and future tenant systems in their proposal.

**Question 33:** Is there viable time to apply for an ACDBE certification before the deadline for the proposal or is there a general overview for what that process is like?

**Answer:** For ACDBE or other certification information, please contact the Chicago Department of Procurement Services.

**Question 34:** Is the 32% gross revenue goal of ACDBE the "rent" that is paid. If not, what is the rent structure?

**Answer:** See Question 23.

**Question 35:** When will we receive responses to the questions? We are assuming they will be a consolidated list of responses from all the participants.

**Answer:** Questions and responses will be posted in the RFP's Data Room.

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 36:** Where can we identify airport approved contractors who can provide a bid or quote to us on electricity for each of the locations that are missing it?

**Answer:** It is up to the proposers to find contractors.

**Question 37:** Is digital catalogue services in scope for package 1?

**Answer:** Package 1 must include, at a minimum, mobile electronic self-ordering and delivery from existing food and beverage and retail tenants in the Airport. The City will consider additional services above and beyond this minimum, which should be included in proposals.

**Question 38:** Is HMS Host still operating Concessions at O'Hare? If so, are they excluded from this?

**Answer:** The RFP is open to any and all qualified respondents.

**Question 39:** Due to the significant size of our organization's financial statements, is it permissible if the Financial Statement tab and its contents are submitted in a separate binder for the physical copy requirement?

**Answer:** Yes, that is an acceptable way to submit the financial information. Please make reference to the binder in the proposal.

**Question 40:** Is there a singular POS that all concessions are required to use? If so, which one is currently used, if not could you list all of the POS providers within the airport? Will the airport assist the mobile ordering provider to create awareness to all of the concessionaires?

**Answer:** No, concessionaires are not required to use a common POS. CDA does not have a list of the POS systems utilized by its concessionaires. Proposers should include recommended marketing strategies in the proposal, which will be taken into consideration by CDA.

**Question 41:** For package 2, the cost of the requested technology significantly increases the required investment as compared to a typical concession build. And as a result, it requires a longer term than a traditional concession lease in order to recoup that investment. Will the City consider a longer guaranteed term for Package 2?

**Answer:** The term for Package 2 remains as stated in the RFP. Any addendums to the RFP will be posted in the RFP's Data Room.

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 42:** The City has indicated that it will allow respondents to Package 3 to propose additional locations for consideration. Is the City open to allowing respondents to Package 2 to identify potential additional locations (vacant space) for development?

**Answer: Under this RFP, there are only the spaces listed. The City will consider additional spaces in the future with Selected Respondents.**

**Question 43:** The RFP includes an LOD for space T3HK.U9HB (Erwin Pearl) in Package 3. Can this unit be included in a proposal for Package 2?

**Answer: No.**

**Question 44:** If available, please provide CAD files for all packages.

**Answer: CAD files will be made available to the awarded Selected Respondent.**

**Question 45:** Is this to be a LEED certified construction project (Package 2)?

**Answer: The City encourages LEED certified designs and construction. See the design criteria posted in the RFP's Data Room and the following link:**

**<https://www.flychicago.com/community/environment/sam/Pages/default.aspx>**

**Question 46:** Please provide the guideline criteria for concession design and signage.

**Answer: A link has been established in the data room that allows proposers to access the CDA Design and Construction SOP, as well as, the Concessions Procedures and Documents SOP.**

**Question 47:** For package 2, in lieu of renderings, sketches or photo-renderings, may respondents provide photographs of the same concept as examples of the store design intent? Given the proposal deadline, it may not be possible to complete space-specific renderings.

**Answer: The City will accept photographs of similar/like concepts in lieu of renderings.**

**Question 48:** Is there a page limit on the "Exceptions" section?

**Answer: No.**

**Question 49:** Do all Financial Statements need to be printed and included in the binder, or can a link to electronic copies of Financial Statements be provided instead?

**Answer: See Question #39.**

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 50:** Is there a format requirement with respect to Form A?

**Answer:** There is no required format, although the respondent must include all the information on Form A in its response.

**Question 51:** Are forms required to be included in the respective sections or just in the forms section?

**Answer:** Forms should be included throughout the proposal in their related sections.

**Question 52:** Please provide or post a copy of the "Sample Agreement" referenced in Section 8 of the RFP.

**Answer:** A copy of the Sample Agreement is posted in the RFP Data Room.

**Question 53:** Would the CDA be open to including new language in any new leases that are executed requiring retailers to participate in the CDA order/delivery program?

**Answer:** The City will address this when it enters into new agreements.

**Question 54:** Will Wi-fi be available for connectivity?

**Answer:** Respondents are required to provide their own, secure Wi-fi service.

**Question 55:** If Proposer is only bidding on Package 1, are there any components of the RFP response and/or forms that are not required to be filled out? For example, is Package 1 subject to the Sustainable Airport Manual given it's a digital service?

**Answer:** All proposals are required to meet the requirements of the RFP.

**Question 56:** Does contribution to the marketing fund apply to Package 1? If so, can this be passed through to concessionaires?

**Answer:** The Marketing Fund requirement applies to all packages in the RFP. There are no pass-throughs allowed.

**Question 57:** Will Package 1 be a concession agreement or a different type of agreement? Is the "Lease and License Agreement" referenced for Package 1 different from the "Sample Agreement" referenced?

**Answer:** The Sample Agreement is a Lease and License Agreement.

**CHICAGO O'HARE INTERNATIONAL AIRPORT  
REQUEST FOR PROPOSALS**

**"ALTERNATIVE MOBILE ELECTRONIC SELF-ORDERING AND DELIVERY SERVICE,  
AUTOMATED SELF-CHECKOUT MICRO MARTS AND AUTOMATED RETAIL,  
SERVICES AND FOOD CONCESSIONS"**

**Date: July 30, 2020**

**Addendum #2 – Questions & Answers, August 25, 2020**

**Question 58:** Will the successful Proposer be given the opportunity to customize or modify the terms of the Sample Agreement or Lease and License Agreement?

**Answer: The final details and language of the agreement will be addressed during agreement negotiations.**

**Question 59:** Section 6(a)(6) – Experience - If respondent intends to file a JV upon award, does each JV partner need to satisfy the experience requirements?

**Answer: The Experience requirement is delineated in the RFP.**

**Question 60:** Can the CDA clarify which Proposal Forms are required to be provided by each JV member and which Proposal forms can be provided by the "Respondent."

**Answer: All of the Forms must be provided as per the respondent entity structure.**

**[Additional Questions and Answer to follow...](#)**