

**Food Services for the Reno-Sparks Convention Center, the Reno Events Center, the Reno-Sparks Livestock Events Center and the National Bowling Stadium**

- May we use the logos of each venue in our submissions and if yes, would you please provide either a jpg or eps version of each of the logos? [Yes proposers may use our logos. All logos have been sent to Chris Bigelow and are posted to the website.](#)
- What company is the ad agency of record for the Reno-Sparks Convention & Visitors Authority? [Currently BVK.](#)
- May we have a current copy of the menus (catering and retail) presented in each one of the venues? When was the last time the menus were updated? I have those and will distribute at Pre-proposal meeting. [Menus have been posted to RSCVA website. Last updated 1/14/2022](#)
- What is the current service charge, is it applicable to each one of the venues, and when was the last time it was increased? [Catering menu will show service charge.](#)
- Is any portion of the service charge shared with the incumbent’s staff? If yes, what percent? [No it is not.](#)
- What percent of the business at each venue is catering? [Refer to exhibit E.](#)
- How has Covid impacted each venues’ business for 2022 – 2024 with specific reference to trends in group and local bookings i.e. cancellations, re-bookings, new business, size of events, meeting planner concerns? [Group bookings currently at 78% recovery to 2019.](#)
- Please provide the actual event bookings for 2015 – 2019 at each of the venues. During those years, what was the event type and percent of business represented by Trade and Consumer Shows, Corporate, Sport, Regional Group Business, Other? - [TBD](#)
- Please provide a breakdown of total sales by catering and concessions for 2015 – 2019. If available information does not allow for all 5 years, please provide the breakdown for 2018 and 2019.

<a href="#">7/1/2018 – 6/30/2019</a>	Concessions	\$1,417,220
	Catering	\$997,890

<a href="#">7/1/2019 – 6/30/2020</a>	Concessions	\$987,920
	Catering	\$1,534,597

- With respect to page 6 II Project Overview # 2 – “granting licensees the right to provide their own food and/or beverage service or catering for a future event” – how many of these agreements exist, with what company or organization(s), in what location(s), for

what term, and at what sales value? Are alcoholic beverages included in these agreements? **Will provide a list, guest count, and estimated revenue.** Are these events included in the list of definite/hold 1/hold 2 events described in Exhibit F?

- Regarding Exhibit F: What is the definition of Definite, Hold 1 and Hold 2 business?  
Definite – Contract is signed

Hold 1 – Space is being held, contact or proposal sent

Hold 2 – Client is interested in space and it is currently in process with another client

- What percent of the noted events is repeat business? **TBD**
- What percent of each venue’s tentative business converts to definite business? **TBD**
- Which convention centers does the RSCC compete with for group business?
- Which hotels does the RSCC compete with for local business? [Atlantis Casino Resort](#), [Peppermill Casino Resort](#), [Grand Sierra Resort](#), [THE ROW](#) (THE ROW is the collective name of [Eldorado Hotel Casino](#), [Circus Circus Reno](#) and [Silver Legacy Hotel Casino](#)), and [The Nugget Hotel Casino](#)
- May we have a copy of the current contract (with the incumbent)? [Posted to the RSCVA website.](#)
- Please provide the names and contact information for sub-contractors who regularly offer food and beverage services in the venues. [See catering menu](#)
- May we have a copy of the current food service organizational chart by venue? **No**
- Does the RSCVA conduct event planner surveys and, if yes, are these inclusive of questions related to food and beverages? **Yes and yes**
- If food and beverage questions are included, what were the incumbent’s scores in 2018/2019/2020?

2/1 – 7/1 2019	88.1%
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Fiscal Year 2019/2020	82.8%
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Fiscal Year 202/2021	84.2%
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- Who currently owns the liquor license? [ASMGlobal](#)
- If the existing provider owns the license, is it transferable? **Nontransferable. New Provider must obtain their own.**
  - Please clarify the RSCVA’s perspective on capital investment. What improvements/needs are its top priorities by location? The RSCVA allocates capital funds each fiscal year for the RSCC and RSLEC and priority is given to areas of greatest need. The RSCVA makes recommendations to the City of Reno for consideration of capital expense at the REC and NBS

- Please provide an equipment inventory by venue including the age and condition of the equipment. *All equipment and smallware's remains in place*
  - Please provide the make, model and age of the current POS system. Also include the number of POS by location in each of the venues. *Quest NCR PX10 is the current POS system in all buildings. Total number of stations is 30 between all buildings and including portables.*
- The request for proposal includes all four venues. Is it a requirement that a bidder submit a proposal for all four venues to comply with the RFP? *YES*
- With respect to Tab F Experience in F&B – we are just clarifying that the request includes 2 years of information during the pandemic when little to no event/convention business was held. Will provide 2018 and 2019 as well. *Will provide 2018 and 2019 as well.*
- Provide exhibits in excel format instead of PDF. *YES this will be posted on our website*
- Please clarify the Agreement Year on the Definitions page #4; June 1<sup>st</sup> through July 31<sup>st</sup> is a 14 month period. Should this be June 1<sup>st</sup> through May 31<sup>st</sup>? *This is a typo, the Agreement year is June 1<sup>st</sup> through May 31<sup>st</sup> every year*
- Please provide financial statements for at least 2 years pre-COVID (FYE 6.30.2019 and 6.30.18) **TBD**
- Is there sufficient IT infrastructure to support a new state-of-the-art POS system at each location? *Yes, we have sufficient infrastructure for a state-of-the-art POS system.*
- Is the intent of the Client to be cashless on retail sales? *Yes except for an occasional exception*
- Is there currently a Union workforce, if yes, can we obtain a copy of the current CBA? *There is no union workforce*
  - Does the CBA contain a MEPP?
  - What is the existing status of the MEPP?
  - Please explain why the Catering Service Charges on Exhibit E – Historical Financials are so low. *It is counted in the revenue line since the service charges are not paid out to the team members.*
    - Are there currently any discounts on internal sales? *Yes, 25% off of menu price for Association groups (booking 6 or more events per year) 30% off of employee events.*
- Please provide historical revenues on any internal discounted sales –

NCET	\$18,306
AAF	\$11,306
ASM	\$9,400
RSCVA	\$14,869

  - Is the Client contemplating any remodeling/capital improvements to any of the facilities during the contract term which may impact any projected revenues? *The RSCVA allocates*

capital funds each fiscal year for the RSCC and RSLEC and priority is given to areas of greatest need.

The RSCVA makes recommendations to the City of Reno for consideration of capital expense at the REC and NBS

- Please provide the elements that make up the incumbents’ annual compensation/management fee, % of Gross Sales, also % of Profit, any incentives, etc. *Per the contract, Savor earns a 6% fee on gross revenues.* Has Savor ever earned anything other than their management fee? **NO**
- Is there a reason why the catering at the venues is on a non-exclusive basis? *Certain events at the Reno Events Center and National Bowling Stadium were grandfathered in, including L&L Nursery Supply at REC and NBS, Western Propane REC, Northwest Public Power REC, Prospectors Club NBS, City of Reno NBS, Special Olympics NBS, THE ROW (Eldorado Resorts Casino, Circus Circus Reno Hotel Casino & Silver Legacy Resort Casino collectively) Managers Holiday Party, City of Reno NBS, Special Olympics Nevada NBS, Reno Rode RLEC food trucks in outside area only. REC Suite holders please refer to section II, number 3 in the RFP.*
- Will you consider an investment amortization period over a 10 year period of time versus the 7 years indicated in the RFP? **NO**
- Will you consider a greater term than 7 years plus three (1) year options? **NO**
- Can you share the annual revenues produced in the suites from catering that was conducted by the onsite caterer (not catered by the suiteholder)? **No**
- Can you provide a full listing of equipment and smallwares including pars for such equipment? *All equipment and smallware’s stays, however we do not have a list at this time*
- Who currently provides retail management services at the Pro Shop? *We do not have a pro shop currently.*
- Can you provide the past revenues for USBC Open and Women’s tournaments from the last time they occurred during non-pandemic period?

YEAR	TOURNAMENT	F&B
2012	USBC Women's Championships	\$ 313,229
2013	USBC Open Championships	
2013	USBC Women's Championships	
		\$ 971,942
2014	USBC Open Championships	
2014	USBC Women's Championships	
		\$ 942,300
2015	USBC Women's Championships	\$ 196,292
2016	USBC Open Championships	\$ 892,477
2018	USBC Women's Championships	\$ 244,715

- What Point of Sale System is in the REC? Quest NCR PX10 is the current POS system in all buildings. Total number of stations is 30 between all buildings and including portables.
- May we assume based on the size and revenue that an onsite accountant/office manager will suffice in place of the required controller? YES
- Will the cost of the \$100k performance bond be an allowable expense to the operation as is customary? YES
- Who is responsible for the sales of catering events? RSCVA SELLS THE EVENT, F&B SELLS THE CATERING TO THE GROUP, HOWEVER THE CATERER MAY SELL ADDITIONAL CATERING EVENTS
- Please provide all sales and costs (if available) for years 2017, 2018 and 2019. See Exhibit E of RFP
- We understand menus will be provided at the prebid meeting. When they are can you please ensure they including all current concession and catering menus with pricing for all venues.
- Will alternative proposals be allowed and considered? NO
- What is the current service charge / management charge percentage on catering? IN CATERING MENU
- Will novelty merchandise sales for concert events be a part of our responsibility...or can it be considered to be? NO UNLESS NEGOTIATED AFTER THE F&B CONTRACT IS APPROVED
- When you provide historical sales, can you include breakdowns of Concessions and Catering historical sales numbers (i.e. into Food, Non-Alcoholic Beverage, and Alcohol)? Can you provide breakdowns of historical sales and expenses associated with Club and Suite sales at the relevant venues? We do not track suite revenues.
- Can you provide the current management structure with payroll information? NO
- Can you provide historical staffing schedules for variable wage labor staffing? NO
- Can you provide the current contract with the incumbent? RSCVA WILL POST ON WEBSITE
- Can you please provide any agreements for labor provided by a Union? NOT APPLICABLE
- Are you willing to accept electronic signature or is a wet signature are required? Yes but we must also obtain printed documents sent to the RSCVA offices.
- POS system is NCR PX10 with Qwest Software, new in 2019, 30 units for the total four venues. It cannot be upgraded for touchless or other forms of payment, such as Apple Pay. Forum Info-Tech is the IT company used by the RSCVA.
- The two trucks used for transporting food between venues are owned by the RSCVA and will be provided to the new caterer.
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- Office furniture and equipment, including computers, are owned by RSCVA and will remain
- The RSCVA will pay for electric, gas, sewer, and water utilities used by the caterer.
- RSCVA sets up the room and tables; Concessionaire must dress all of the tables. Concessionaire clears all tables, removes all linen, and the RSCVA will collect the tables and return them to storage