To: All Prospective Bidders

From: Purchasing Department

Date: October 7, 2025

Subject: Inquiries and Responses

RFP#:   103 – 2025 Food & Beverage Services

Inquiries and Responses:

1. **Please confirm the current percentage of local versus out-of-town business booked at MCC.**

   Approximately 1/3 of the total events are local and regional.

2. **What is the typical booking window for smaller or local business?**
   Inside of 12 months.

3. **The RFP requests Exhibits A-E in Tab 6, but only Exhibits A-C were included. Could you please provide Exhibits D and E if they are required for submission?**

   Only Exhibit A should be included in Tab 6. Please see Amendment 1 under bid documents.

4. **Please provide historical data on booking volume; percentage of bookings made by the MCC Sales team versus the Catering Sales team?**
   Approximately 39% is booked by the catering sales team.

5. **Confirming all salaried, FTE hourly, and PTE are eligible for the 8.5% MCC-funded annual bonus?**
   Salary and full-time are eligible, not part-time

6. **May the food and beverage contractor pass credit card fees through as an expense, or must these be absorbed as part of the operation?**

    Yes, they are considered an operational expense.

7. **What factors contributed to the $10 million revenue increase in FY25?**
    Type of citywide contracts for this particular year.

8. **Are any food and beverage staff represented by a union?**
    No.

9. **Are staffing agencies currently used to supplement MCC's F&B workforce?**
    The current contractor does utilize staffing companies to supplement labor.

10. **Could you provide a copy of the current full-time F&B organizational chart?**
    We are asking each company to provide what they feel is necessary for the contract, so we are not sharing current organizational charts.

11. **Please confirm the local food and beverage purveyors currently utilized at MCC?**
    Please utilize the [link](#) to see list of local food and beverage purveyors.

12. **Who is the current broadline distributor (e.g., Sysco, US Foods)?**
    Sysco

13. **Is the food and beverage contractor expected to provide meals for MCC venue staff?**
    Not presently.

14. **Is the F&B operation currently cashless?**
    No, we accept cash in certain retail outlets and bars.

15. **What POS system is presently in use?**
    Al Taglio, Fresh Pick, retail carts and bars use NCR Model PX15 total units is 43. The Fresh Pick kitchen uses Xenial Model K737(F14) total units is 4.

16. **What software is currently used for Banquet Event Order (BEO) creation?**
    EZPlanit, which is proprietary to our incumbent.

17. **What venue booking system is currently utilized at MCC?**

    Momentus.

18. **Tab 2 and Tab 5 both have the same question: "Provide information on your company's sustainability practices and how these practices could positively impact this contract." Should we simply reference Tab 2 in the Tab 5 response?**

    Please respond to the question in both sections.

19. **Cost Criteria: Is the fixed management fee a set dollar amount or a set percentage of revenue - or are either acceptable?**

    Either is acceptable.

20. **Please provide historical financial statements including detailed expenses.**

    These will not be provided, we have requested each contractor make their own determination with the scenario we have provided.

21. **Could we receive brand guidelines and high-resolution logos for the facility?**

    Please utilize the link to download the MCC logo.

22. **Could you please provide the previous organizational chart for management of food service?**

    See Question 10.

23. **Who owns the POS hardware/Software/Licenses? And will they remain with the building?**

    We own the hardware, and the incumbent owns the software and licenses.

24. **Can you provide POS counts and the models of the existing POS terminals?**

    See Question 15.

25. **Who owns the Digital Menu Boards hardware/Software/Licenses? Will they remain with the building?**

    Yes, they will remain. MCC owns the menu boards along with the software and licenses.

26. **Who is the Digital Menu Board provider, and is the solution integrated with the current POS provider, or is it a standalone system?**

    We own the boards, and they are a standalone system.

27. Will the Contractor be able to have multiple VLAN's for our POS/DMB/Operations?

    The Contractor will coordinate with MCC IT regarding VLAN requirements.

28. Does the Contractor have the ability to have multiple hidden dedicated SSID's for WiFi?

    The contractor will be permitted a maximum of two dedicated SSIDs

29. Is there space in an existing network/server rack available to install Contractor equipment?

    Rack space is limited and will be assigned based on individual needs.