

ADDENDUM #2**Request for Proposal #23-928**

Management of BOK Center & Cox Business Convention Center

Tulsa Public
Facilities Authority**ADDENDUM #2****Request for Proposal #23-928**

Issued: March 27, 2023

TIMELINE

The timeline for the bid process has been amended as follows (Section II., A. of the RFP):

Item	Dates (subject to change)
Lines 1-4 from RFP	N/A
5. City response distributed by:	Friday, March 24, 2023
6. Proposals due:	Wednesday, April 19, 2023
	5:00 PM CST
7. Oral Presentations:	Week of May 8, 2023
8. Formal recommendation by evaluation committee to TPFA Board	Thursday, May 25, 2023 (TPFA Meeting)
9. Bid Award (subject to change):	TBD
10. Contract negotiations begin:	TBD
11. Final Contract Execution	TBD but expected no later than June 30, 2023
12. Contract start date:	Sunday, October 1, 2023

QUESTIONS:

For questions whose answer is “See Dropbox Folder”, please use this link to find all information. Document and folder titles correspond to question numbering system.

<https://www.dropbox.com/sh/9e5ca0znjcq8syz/AADz41bBerR294Lx7seBjOg0a?dl=0>

1. Event Specific Questions/Requests

- A complete event history for the past five (5) years and future events scheduled (confirmed and tentative) for the upcoming three (3) years (event name, type, # of days, attendance). **See Dropbox Folder 1**
- Sample event settlements for concerts, family shows, consumer shows, and major conventions. **See Dropbox Folder 1**
- Rental Rate and Fee Schedule for the venue. **See Dropbox Folder 1**
- Booking and Scheduling Policy for each venue. **See Dropbox Folder 1**
- Current agreements with any event promoters or show producers. **See answer to 1.a.**
- User/License Agreements. **See Dropbox Folder 1**

- g. What is the name of the current Venue Management System (VMS) and (CRM) being used by the current employees/management company? (i.e., Ungerboeck, SimpleView, Concentric, VenueOPs) **VenueOps**
 - i. Who owns the rights and data to this system? City/TPFA or current management company? **Data will remain with the venue**
- 2. Staffing Specific Questions
 - a. Titles and salaries of all full-time employees. **Salaries are not available, but for titles, see Dropbox Folder 2**
 - b. Organization chart **See Dropbox Folder 2**
 - c. Copies of job descriptions for all full-time positions **This is ASM proprietary information and not available.**
 - d. A breakdown of annual part-time labor costs and hourly rates **See Dropbox Folder 2 for hourly rates. Annual labor costs already provided in financial statement information.**
 - e. Descriptions of current staff benefits (copies of handbook) including Health, Dental, Vision, Group life, Retirement/401K, and Vacation benefits **This is ASM proprietary information and not available.**
- 3. Third-Party and Labor Agreement Questions
 - a. Current agreements with any labor unions that may be in place. **See Dropbox Folder 3**
 - b. Third-party service agreements (for example: ticketing services, audio/visual services, housekeeping, merchandising, first aid/EMT, parking services, etc.) **Ticketing services agreement contains ASM Global proprietary information and is not available, but for all others, see Dropbox Folder 3**
 - c. All Agreements with the Tulsa Oilers (ECHL and IFL) (Sponsorship Sales, Lease Agreement, Food and Beverage, etc.) **See Dropbox Folder 3**
 - d. Booking Agreements – **N/A**
- 4. Sponsorship and Advertising Specific Questions
 - a. Please provide a list of sponsorship revenue and agreements over the last three years including 2019 (or first full year prior to pandemic) for both the arena and convention center. List should include cash and trade annual amounts, property allocation (arena/cc), length of term, and end date for each sponsorship agreement. **See Dropbox Folder 4**
 - b. Please provide copies of all sponsorship contracts with the facilities. **See answer to 4.a.**
 - c. Are there any sponsors that have exclusivity in their agreements? If so, please provide a list of those partners and the business categories that are exclusive. **See Dropbox Folder 4**
 - d. Is there any other entity or 3rd party organization that sells advertising or sponsorship to the facility? **No** If so, please provide a copy of their agreement or explain the relationship and term if applicable.
 - e. Please provide an inventory list and rate card for all sponsorship/advertising assets for sale and any future infrastructure if

being planned (i.e. digital signage). **Rate card is proprietary to ASM Global and unused inventory is included in answer to 4.a.**

- f. Please provide a list of current premium seating inventory if applicable (i.e., Suites, Loge Boxes, Club seats, etc.) and the numbers of seats in each box **See Dropbox Folder 4**
- g. Please define the amenities offered in each premium seating offering (i.e. tickets, parking, etc.)

ONEOK Club- Ability to purchase parking and tickets for events, access to private entrance, access to private ONEOK Club Lounge

SKY Lofts- Complimentary parking passes, tickets included for events, access to private entrance, suite attendant, access to private Sky Lounge

ONEOK PREMIUM LEVEL- Complimentary parking passes, tickets included for events, access to private entrance, suite attendant, access to private ONEOK Premium Level

- h. How do you offer parking to premium seat holders? Which premium seat holders get parking in the garage? **ONEOK Club seat holders receive the ability to purchase 1 parking pass for every 4 seat licenses owned. Sky Lofts & ONEOK PREMIUM LEVEL holders receive complimentary passes. # of passes varies by box. All parking is in garages. There are no surface lots.**
- i. Please provide a list of all premium seating agreements over the last three years. List should include annual amounts, length of term and end date for each premium seating contract. **See Dropbox Folder 4**
- j. Please provide a copy of current sponsorships sales collateral. **This is ASM proprietary information and not available.**
- k. What ticketing system is used?
 - i. If Ticketmaster, do you have Archtics? **Ticketmaster, and yes for Archtics**
- l. Can you sell OOH advertising on your outdoor digital screens? **Yes** Are there any local restrictions for advertisements on these screens. **Yes. We understand that generally anything advertised on the screen would need to be related to on-premise advertising. But interested parties should check/confirm specific City restrictions.**
- m. How many IPTVs are there in the Convention Center? **None**
- n. How many public Wi-Fi log ins in 2022?
 - i. Arena **n/a**
 - ii. Convention Center **n/a**
- o. Can you please detail the marketing rights and inventory your tenant team are provided in their agreements ((I.E. LED Ribbon exposure, in game assets, dasher boards)? **See Oilers agreement**

5. Sales & Marketing Specific Questions
 - a. Are there any agencies contracted by venue i.e., PR; media buying; digital; design? **No**
 - b. What is venue marketing, sales, and group sales involvement with the Tulsa Oilers? **See Oilers agreement**
 - c. Does the Convention Center have an annual marketing budget? If so, how much? **Yes, \$50,000.00**
6. Food and Beverage Questions
 - a. Third-party service agreements (local sub-contractors, not-for-profits) **See Dropbox Folder 6**
 - b. List and description of any inventory that we would be responsible for taking over? **See Dropbox Folder 6**
 - c. Sponsors with exclusivity included in their agreements **See Dropbox Folder 4**
 - d. Please describe the current POS systems and apps in use to help streamline the ordering process and improve the employee experience. **Appetize POS System; Doordash Mobile Ordering.** Is there any type of self-order, self-pay, and kiosk technologies in use in your operations? **No**
 - e. Is there a Supplier Diversity Program? **Yes.** How much of your total spending is with Diverse Suppliers? **This is ASM proprietary information and not available.**
 - f. Please provide a copy of your sustainability policy. **This is ASM proprietary information and not available.**
 - g. Please provide Per game Sales data for Arena Concessions and Premium **See Dropbox Folder 6**
 - h. Please provide Hockey attendance numbers 2017/2018/2019/2021. **See Dropbox Folder 1**
 - i. Please provide a list of subcontracted F&B provider locations. **See Dropbox Folder 6**
 - j. Are the FT/PT Hourly team members engaged in a Collective Bargaining Agreement? **No.** If so, please provide Local information and seniority list.
 - k. Is there an annual POS support cost? Aka license fee. **Yes. \$45,000 per year.**
 - l. Complete inventory of POS **See Dropbox Folder 6**
 - m. Complete smallwares inventory **See Dropbox Folder 6**
 - n. Complete inventory of kitchen equipment in main commissary, pantries, stands, and portables **See Dropbox Folder 6**
 - o. List of Subcontractors + current rates **See Dropbox Folder 6**
7. Miscellaneous Questions
 - a. Who owns the parking garage? **It is owned by the City but privately managed by a different authority.**
 - b. Capital improvement budgets and if there is a capital reserve fund. If there is a reserve fund, what is the current balance and how is it

replenished? There is not a budget for CIP. Any excess revenue from operations is moved to a TPFA account that can be used as TPFA determines appropriate, including to cover operating shortfalls or capital improvements. Currently there is approximately \$6 million in the account. At its most recent meeting, TPFA did approve the following improvements to move forward, being funded out of the operating account. BOK Ice Plant – Refrigeration Heat Exchanger Tube Replacement -- \$45,000; Arena Curtain System Improvements -- \$100,000; Daktronics Video Control System – increase budget and approval by \$56,865 from \$91,135, previously approved, to \$148,000; Cox Business Convention Center Fly System replacement for Legacy Hall -- \$100,000; Tulsa Ballroom / West Meeting Room Sound System Upgrade - - \$35,000.

- c. Details of the current capital improvement projects, development projects, and confirmed/scheduled capital improvement projects including a new/renovated arena project in the next five years? No upcoming CIP other than identified above is currently funded. A list of improvements has been submitted to the mayor for possibly inclusion in an upcoming capital package on the ballot in August. The approved list is not yet available but will be provided to bidders as soon as it is.
- d. Briefly summarize the current relationship with the CVB and how they assist in marketing and bringing business to the facilities. CVB (Visit Tulsa) promotes Meeting, Convention and Sport events to choose Tulsa as a host destination. Sales leads are sent by Visit Tulsa to the venues for availability and consideration. Is there a dedicated annual marketing budget for the venues? No. Visit Tulsa markets the destination, and the venues are included as an asset but nothing just to them.
- e. Are tourism and hotel tax dollars being used for micro transportation? How are visitors being transported from hotels to the Complex? There is no dedicated fund for this purpose to our knowledge. Arrangements can be made by individual events or venues.
- f. Are there services provided by the City not included in the buildings' operating budget? No.
- g. What is the current finance/accounting system in use by the City/TPFA? Munis/Tyler
- h. Is there a preferred or required Finance/accounting system expected to be used or integrated by the City/TPFA? No – the operator is not expected to integrate with the City/TPFA system.
- i. Is there a current sustainability program in place at the Complex? Yes. If so, can you share that information on this request? This is ASM proprietary information and not available.
- j. Is there a City/TPFA/county/state reserve opportunity fund account that can be used for attracting business to the venue/region? What are the parameters of this fund? Can it be used to discount/waive rental, discount

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food and beverage, defray transportation cost during inclement weather seasons? **There is no dedicated fund. All such efforts are handled through VisitTulsa.**

- k. Are there any plans or discussions to add an additional hotel in or around the convention center to include a connector? **There are discussions but no plans and no funding in place at this time.**