



# FOOD & BEVERAGE SERVICES FOR MUSIC CITY CENTER

RFP #103-2025



# BEFORE WE BEGIN

Please Sign-in

Why are we here?

Questions –  
Written  
Responses Prevail

# AGENDA

- Welcome/Introductions
- RFP Overview & Highlights
- Important Dates
- Submission Requirement
- Q & A Session
- Tour

**Please note this PowerPoint is a brief overview of key parts of the RFP. Please read the RFP for the full scope of services, details, and submission.**

# INTRODUCTIONS

**JASMINE QUATTLEBAUM**

Director of Purchasing

**CHARLES STARKS**

President & CEO

**ELISA PUTMAN**

Interim Senior Vice President &  
Chief Operating Officer

**HEIDI RUNION**

Senior Vice President &  
Chief Financial Officer

**BRIAN IVEY**

Vice President of Sales &  
Marketing

**MELANEICE GIBBS**

Purchasing Coordinator





# RFP OVERVIEW AND HIGHLIGHTS

## STATEMENT OF SELF-OPERATING FOOD AND BEVERAGE SERVICES

The Authority will evaluate the merits of self-operating all food and beverage operations internally and not with a Contractor. If you elect to bid, you understand that anytime during this process up and until the conclusion the Authority reserves the right to stop the RFP process and not award the proposed contract.

# RFP OVERVIEW AND HIGHLIGHTS

Operate high-quality, food and beverage facilities within the Music City Center that would be equivalent to at least a 4-diamond hotel. These high-quality facilities will include but not be limited to the following:

- All catering and banquet services
- Operation of all mobile/fixed concession stands
- Retail locations (Al Taglio and Fresh Pick)

# RFP OVERVIEW AND HIGHLIGHTS

## LOGOS

Only the MCC approved logos will be utilized throughout the facility including, but not limited to uniforms, paper products, advertisements, business cards, proposals, etc. Other than legal requirements the name of the Contractor will not be utilized.

## POURING RIGHTS

The Authority will maintain an exclusive contract regarding pouring rights for the MCC. The Contractor shall abide with the requirements of any current or future pouring rights contract that the Authority may award.

## CLIENT CONTRACTS & BILLING

It is the intent of the CCA to streamline and simplify the client billing experience. To accomplish this, licensed clients sign one agreement with the MCC which includes provisions for space, ancillaries and food and beverage.

# RFP OVERVIEW AND HIGHLIGHTS

## STAFFING REQUIREMENTS

- The Contractor must provide one Senior Management point of contact to speak on behalf of their respective organization.
- The Contractor and personnel hired must abide by all MCC policies, rules, and regulations.
- Key personnel, including the General Manager and Executive Chef, shall each have not less than five (5) years of experience in providing services of similar complexity, size, and scope in their respective fields. The Contractor awarded the Contract shall make such personnel available for detailed interviews.
- All exempt level staff of the Contractor require the approval of the President/CEO of the MCC (or his/her designee).



# RFP OVERVIEW AND HIGHLIGHTS

## SALARY REQUIREMENTS

Provide estimated salary requirements for each position, the MCC has the right to agree to the rates of pay per position. The MCC conducts a salary and benefit studies periodically and want to ensure that all food and beverage staff are paid in line with these determinations. This includes all exempt and non-exempt positions

The President/CEO of the MCC (or his/her designee) will have final determination of all salaries and hourly rates at their sole discretion.

# RFP OVERVIEW AND HIGHLIGHTS

## BONUS REQUIREMENTS

There is a bonus plan for all staff of the MCC, which is paid annually based on financial and customer score metrics. For the food and beverage staff covered under this RFP, you can assume that such bonus plan averages 8.5% of gross salaries on an annual basis. For the purposes of the contract, the bonus plan payout will be funded by the MCC and not as a direct expense of the operations of the contractor. Total payout amount is at the sole discretion of the Convention Center Authority.

There is a bonus plan for Catering Sales positions, to be set by the CCA, but funded by the F&B contractor. This plan is based on sales quota performance and for the purposes of the RFP, you can assume an average of 13% of gross Catering Sales salaries on an annual basis at the expense of the contractor.

# RFP OVERVIEW AND HIGHLIGHTS

## IMPORTANT LINKS:

Floor plans of MCC:

- <https://www.nashvillemusiccitycenter.com/planners/floor-plans>

List of confirmed conventions with dates and estimated attendance for the next 6 months:

- Upcoming Events | [www.nashvillemusiccitycenter.com](http://www.nashvillemusiccitycenter.com)

Sub-Vendor source list

# EVALUATION CRITERIA

## Tab 2) Business Plan

*Total points available for this criterion are **50** points.*

- **Management Team and Workforce Capabilities**
- **Staffing Plan**
- **Communications Plan**
- **Operational Plan**
- **Exceptions**

## Tab 3) Qualification of Firm

*Total points available for this criterion are **20** points*

- **Five (5) current and/or previous customers**
- **Two (2) active accounts similar to MCC**

## Tab 4) Cost Criteria

*Total points available for this criterion are **30** points.*

- **The Authority will not require any capital contribution**
- **Fixed Management Fee**
- **Profit and Loss Statement**

# SUBMISSION REQUIREMENTS

- **All submittals must be received by deadline - NO EXCEPTIONS.**
- **Physical Copy:** Please submit **one (1) original, six (6) copies, and one (1) electronic copy** of the complete proposal response including any attachments, on a WINDOWS PC compatible CD or flash drive (verify all files are on disc/flash drive prior to submitting proposal) of the following materials to the address set forth in Section V (D).
- All text must be printed on single-sided or double-sided pages and includes the tabs (in order)
- Bind proposals (i.e. 3 prong folder, 3 ring binder, spiral binding, etc.)
- Organize and label tabs using dividers in order listed in RFP
- Ensure to include all required Exhibits

# SUBMISSION REQUIREMENTS

- **Hand Delivery Option:**

MCC Administrative Office

600 Koreans Veterans Blvd

- **UPS or FedEx Option:**

Music City Center House Docks (must have this on address line)

700 Koreans Veterans Blvd



# IMPORTANT DATES

RFP QUESTIONS AND INQUIRIES DUE	SEPTEMBER 23, 2025
MCC RESPONSE TO INQUIRIES	OCTOBER 7, 2025
RFP SUBMISSIONS DUE	OCTOBER 28, 2025 AT 3 PM (CST)

# QUESTIONS

- **REMINDER:** Questions must be submitted in writing in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:
- <http://www.nashvillemusiccitycenter.com/about/business-opportunities>