

ADDENDUM NO. 2

May 4, 2022

Project: Request for Proposals Point of Sale (POS) System for Food and Beverage

Addendum

Title: Response to Questions Issued

GENERAL INFORMATION/CLARIFICATIONS

This addendum represents ASM's response to collective questions issued by participating vendors after the Mandatory Pre-Bid Meeting on Friday, April 22nd.

1. What are Bunker Club Fulfillment Kitchens?

They are the portable food locations, not fixed kitchens. However, that may be part of a renovation in the future.

2. How many POS are required for the Bunker Club Fulfillment Kitchens?

Currently, 2 POS per bunker and we are adding Waitr fulfillment location.

3. How many kitchen printers are required for the Bunker Club Fulfillment Kitchens?

14

4. How many receipt printers are required for the Bunker Club Fulfillment Kitchens?

14

5. How many (approximate) transactions are recorded annually at Caesars Superdome, and what is the average price per transaction?

800,717 | \$15.02

6. How many (approximate) transactions are recorded annually at Smoothie King Centre, and what is the average price per transaction?

575,001 | \$14.95

7. How many (approximate) transactions are recorded annually at Champions Square, and what is the average price per transaction?

11,727 | \$14.16

8. Can you please provide a list of applicable certified minority vendors from the ASM internal database?

A listing of certified minority and women owned business for temporary labor is provided as Exhibit A of this addendum. Should the respondent require a list from a different discipline, please define this in the submittal and ASM will facilitate by providing the appropriate listing.

9. Does the submitted RFP Response document need to include Page 16 completely signed, or is this only required upon the acceptance of the proposal?

Only upon acceptance of proposal.

10. Are ASM asking interested vendors to provide individual documentation for each of our insurances in the RFP response, or does an overall summary letter suffice?

Summary.

11. Do ASM require remote printers? If so, for how many locations?

Kitchen printers are not needed at this time. Prefer electronic receipt option for customers. Printed receipts provide upon request, so one receipt printer per 4 POS terminals is the goal.

12. Do ASM want POS on back counters? If so, in how many locations?

It will depend on the solution, but mainly front counter POS. Bars can review, but we want the credit card processing to be guest facing.

13. Do ASM want loaded tickets?

Yes, it is important that loaded tickets from both SeatGeek and Ticketmaster be supported in the proposed system.

14. Are integrators/proposer's permitted to include a narrative-based element in Section 5, Contents of Response that describes a holistic approach featuring the proposed individual product solutions that would make up the specific POS ecosystem for both venues?

Yes.

15. Under Section 5, Contents of Response - please provide the total number of relevant project experience examples sought.

3

16. What current limitations are being experienced both operationally and above operations (back office, integrations, third-party partners, etc.) with the current solutions? Be as detailed as possible.

Not relevant to responding to the RFP. Minimum requirements are outlined within the document.

17. What current solutions are being deployed in the areas scoped in Section 2.2, Project Scope?

An end-of-life Quest system is utilized for belly-up concessions and portables. Hawkers use Clover handhelds (rented).

18. Can you please provide a breakout of revenue centers (Concession Stands, Handhelds, Suites etc.) to correlate with the quantity of units provided on page 4?

See Cost Center summary attached as Exhibit B to this addendum.

19. Should Customer-Facing Displays be quoted as part of the traditional concessions unit?

Reducing the transaction time is a key goal. Allowing the customer to complete the sale themselves frees up the concession worker to fulfill the order at the same time, helping reduce the overall transaction time. The customer will need an interface to complete that transaction. Dedicated customer-facing screens would be preferred over movable, shared screens, but are not a requirement.

20. What current hardware is deployed across the POS landscape and is there intent to re-purpose this hardware or should all vendors be quoting new hardware across the board? Please detail the form factor make and model for all existing hardware.

The current point of sale hardware at the concessions and portables is end-of-life and approaching end-of-support. There is no terminal hardware that will be re-purposed.

21. How many barcode scanners and/or receipt printers are in scope of this solicitation?

All concession and portable locations must have the ability to support loaded tickets and a possible loyalty program, both of which will require the scanning of bar codes. Bar code scanners on hawker handhelds are desired but not necessary. If the interface allows a customer to receive a receipt electronically, then the number of receipt printers can be reduced to one every four terminals.

22. Does ASM Global want Self-Service Kiosks included? If so, how many terminals should be quoted?

There are no plans for self-service ordering kiosks, but ASM is interested in seeing the state of the art in that technology. Plans are for self-ordering to take place using the team app or website. Self-checkout will support package goods with UPC barcodes, similar to self-checkout at grocery stores. Plans for more sophisticated self-checkout, with cameras and such, are being discussed, but there are no firm plans at this time.

23. What is the total number of Kitchen Display Systems (KDS) needed throughout each respective venue? Describe the locations needed for KDS configuration at Caesars Superdome & Smoothie King Center.

None.

24. Will ASM Global/LSED consider a la carte solutions across areas outlined in Section 2.2, Project Scope in lieu of a holistic system to cover all areas?

It is likely that there will be multiple vendors involved in any solution. The lead integrator is responsible for ensuring all of the various parts support consistent and real time financial reporting, inventory system support, and user-friendly, consistent operation.

25. How many Suites are in scope of the RFP solicitation? Pursuant to the question above, can you please provide full detail of the devices needed for all Suites locations at both venues?

The F&B operator intends to continue the use of their proprietary point of sale for the suites and catering operations.

26. Please confirm the total number of Club/Premium areas that are in scope across both venues in full detail.

Dome: 4 Club Lounges with 2 Bars, Concessions and cart. 2 Lounges will be under renovation for the 2022 season. 2 Bunker Clubs and North End Zone (partially all inclusive).
SKC: Chairman's, Courtside, Hub, Loge all inclusive for Pelicans games but not concerts - Hub Club - North and

South.
Champions Square does not have premium areas.

27. How many locations will need Restaurant Table Service at each venue?

None.

28. Please confirm the number of databases needed for this POS project.

This depends on the design of the software. We have a single F&B operating entity, but reports that break out venue (Dome, Arena, Square), concession, product sales, and other groupings are important.

29. Can you please list all integrations required for both venues/teams?

The primary integrations will be loaded tickets, loyalty program, self-ordering.

30. Who is the current cc gateway and processor for both venues/teams? Are you open to switching?

Elevon (gateway) | Heartland (processor).

31. Who is the current Data Warehouse provider for both venues/teams? Is it a known entity or a custom service built by either the Saints or Pelicans or both?

Both.

1) Microsoft Azure Data Warehouse. Built by SSB, maintained by both NOLA BI and KORE (who acquired SSB recently)

2) Snowflake Data Warehouse. Build and maintained by NOLA BI.

32. Can you confirm that Yinzcam is the Saints & Pelicans mobile app partner. Is both F&B & Retail mobile ordering utilized through Yinzcam?

Yes, Yinzcam is our current mobile app partner. Mobile ordering is NOT utilized through Yinzcam. Sodexo has a vendor for mobile ordering, and linked to Sodexo's vendor via our apps, but this is only for suite and catering orders and is outside the scope of this RFP.

33. Is there a current mobile wallet provider for both teams? Or is Yinzcam used for mobile wallet?

No. Cardless is a Pelicans sponsor, but only in the Credit Card space, NOT in the Mobile Wallet space.

34. Would either the Saints or Pelicans have interest in an app-less, web-based mobile ordering solution?

Yes. It doesn't have to be mobile app-based solution from the technical perspective.

35. What is the scope of Ticketmaster & SeatGeek for both venues/teams? Are both used for each team? Please describe in full detail the ticketing arrangements.

SeatGeek is the ticketing partner for all Saints and Pelicans games. TicketMaster is used for all other events.

36. Is there a current Digital Menu Board partner in-use for both venues? If so, whom? Also, please provide current configuration locations throughout both venues.

Current menu boards use a combination of Brightsign and Ping. No integration with PoS system is currently utilized. In first quarter of 2023, a TriplePlay system will be implemented in the concession stands that are part of the master plan refresh.

37. Can you confirm that Smoothie King Center is cashless, similar to Caesars Superdome?

All F&B locations are cashless at Dome, Arena and Square. The support of touchless payment solutions such as Apple and Google Pay, as well as credit card chip readers and swipes, and loaded tickets from both SeatGeek and Ticketmaster are all mandatory requirements for the system, with flexibility for future payment methods as needed.

38. How does ASM Global/Sodexo operate revenue centers for Champions Square? Are portable terminals in-use currently? Or are hawking/vending tablets the primary form factor?

A combination of portable terminals and hand-helds are used in the Square.

39. Please describe what form factor is currently used for the Permanent Self-Order POS (quantity 5) at Caesars Superdome.

There are no self-order kiosks in use at this time. The purpose of this line item is to understand what the vendors can offer in this space.

40. Does ASM Global/Sodexo have interest in "Just-Walk-Out" configuration/location functionality?

Yes, there is interest in this technology, but the prevailing thought is high capital and operational costs for this technology make it prohibitive.

41. Do you have an existing partner that either the venues or Sodexo Live is currently working with?

No current relationship exists with a "Just-Walk-Out" technology provider.

42. Can you please provide more detail on the new club and premium assets available with the third phase of the renovation project?

More detail to be made available after vendor selection.

43. Can you please provide more detail on any technology upgrades e.g. network upgrades?

The wired network infrastructure is being maintained and upgraded. One network drop will be provided for every permanent point of sale location. Wi-Fi will be upgraded in 2023 or 2024. In the meantime, hawker handhelds should be able to support on and off-line modes and easily and automatically switch between the two. Most portable locations will have access to wired network, but must also support Wi-Fi and off-line modes.

44. Can you confirm that Retail/Merchandising POS is in scope of this solicitation? If so, please see the following questions below. If not, the following questions can be omitted.

No retail or merchandising is part of this scope. This is solely for F&B operations.

45. Do you need an interface to send data to your accounting system?

No.

46. Do you need invoices to be sent to AP electronically?

No, but we would want to be able to send client receipts.

47. Do you need all inventory asset changes sent to AP?

No.

48. What is your accounting software?

Not related to this RFP.

49. Are there retail locations outside the team stores? How many?

N/A.

50. Is all inventory available to be sold in all locations (not necessarily stocked all the time, but available for sale)?

Menu will be different per location and this will be part of the system data base build.

51. Are there storage outlets in use? How many?

N/A.

52. How many warehouse locations for retail?

N/A.

53. How many Retail POS stations?

N/A.

54. How many barcode printers?

N/A.

55. How many handheld scanners for inventory usage?

No requirement for inventory scanners, but would review products if presented in RFP response.

56. Should any Retail pricing include off-site Saints and/or Pelicans retail stores?

N/A.

57. Are either of the teams or ASM Global/Sodexo currently exploring the use of Crypto payments at Caesars Superdome & Smoothie King Center? If so, please identify any specific partners.

Payment methods supported by the point of sale system should be flexible and upgradeable. There are no current plans to accept crypto currencies.

58. Are either of the teams or ASM Global/Sodexo currently exploring options for Non-Fungible Tokens (NFTs) at Caesars Superdome & Smoothie King Center? If so, please identify any specific partners.

No.

59. Section 5, Contents of Response, 8: Please supply a list of applicable certified minority vendors from the ASM Global database.

See questions #8.

60. With the integrator being responsible to field verify hardware can fit in place, is a site walk-through possible?

Yes, ASM will facilitate a walk-through.

61. Would ASM Global be amenable to a one-week extension considering the Q & A Addendum will be released two business days prior to the deadline?

N/A.

62. To assist us better with a comprehensive response, we kindly request the following detailed information:

N/A.

63. Estimated number of event days?

225

64. Estimated number of credit card transactions?

Dome: 314,423 | SKC: 311,386 | Champions Square: 4,524

65. Estimated average size (dollar amount) of credit card transactions?

Dome: \$15.02 | SKC: \$14.95 | Champions Square: \$14.16

66. Estimated total (dollar amount) of credit?

Dome: 5.66M | SKC: 2.4M | Champions Square: 80,602

67. Pricing: Should all three venues (Caesars Superdome, Smoothie King Center, Champions Square) be included on a single quote for all hardware, SaaS, and professional services or should each be quoted separately?

Due to the master plan construction taking place, the need for flexibility in quantities and delivery dates is important to the success of this upgrade. Breaking out the costs for the three venues, and providing unit costs by terminal type is important.

68. Who are your current Gateway/Processing providers?

Elevon (gateway) | Heartland (processor).

69. Can you provide anticipated transaction volume and current credit card processing statements for evaluation?

See questions #64 thru #66

70. How many locations will utilize mobile ordering?

16

71. Who is your current in-seat/mobile ordering provider?

Waitr.

72. If any designated locations are restaurants, will they need reservations and table management functionality?

No.

73. Please confirm the number of Table Service restaurants along with the number of tables/seats, if applicable.

None.

74. What system, if any, is currently utilized for restaurant reservations and table management?

None.

75. Do you have a loyalty provider, and if so, will it require an integration to the new POS?

No.

76. Is a gift card integration required/who is the current Gift Card provider?

Yes, current gift card provider is Plastic Card Company.

77. Are there any third-party technology companies that you currently work with that will require a POS integration? If so, who are the third parties?

SeatGeek is the ticketing partner for all Saints and Pelicans games. TicketMaster is used for all other events. Will also need loyalty program integration.

78. Please outline the details of your infrastructure. Will network connections and power be available for all terminals?

Yes, one wired network port and at least one power outlet will be available for each permanent and portable point of sale location, but all units should support Wi-Fi and off-line mode as a backup.

79. What menu board solution is in use currently?

See question #36.

80. Will you require kitchen printers, and if so, how many?

Not at this time.

81. Will the selected POS partner be responsible for removing the POS equipment currently in place?

The selected partner will be responsible for removing and organizing the old equipment. ASM will be responsible for final disposal.

82. Do the Saints and Pelicans have a current mobile app provider? If so, who is the provider?

Yes, Yinzcam is the current mobile app partner.

83. For the Portable Traditional Belly-Up Tablets, we'd like to propose the smaller form factor device. Can you please confirm this will be acceptable?

As we navigate the master plan construction process, the number of portables and permanent concession point of sale locations will vary. Certain concessions will be closed during construction and additional portables will be utilized to temporarily provide services during that construction. It is important that the same hardware be specified for both the belly-up concessions and the portables to provide flexibility to our F&B operator.

84. For Vending/Hawking Tablets – we have a partnership with a company Tapin2 that provides a comprehensive hawking solution which is fully integrated into our platform. We'd like to know if it's acceptable to provide pricing for that solution.

Yes.

85. It was discussed during the Pre-Bid Meeting that Sodexo Centerplate is going to use their internal Suites/Catering solution. Can you please confirm that respondents shouldn't quote hardware and software associated with that part of the operation?

Confirmed, this RFP is for the terminals described in section 2.2 Project Scope. Suite pantry technology is listed to allow vendors to present state of the art in suite technology.

86. Can you please explain the desired workflow for the 5 Self-Order POS slated for the Dome? Is the expectation that the orders placed in the Self-Order POS will print to a fulfillment location where the customer will pick up their food/beverage when ready? If so, are there 5 different concepts with 1 device for each concept? Or 1 fulfillment location with 5 devices?

Although there are no current plans to use self-ordering kiosks, that line item is in the scope so ASM can understand the vendors' offerings for this solution. The intent was one kiosk at five different concession stands.

87. Are there any traditional and/or belly-up POS needed for the Bunker Club? If so, how many?

2 club areas on each side of the stadium offering.

88. Can you please share what F&B operations take place in the Bunker Club? We see 5 fulfillment kitchens but are unclear as to what those kitchens are used for.

Tapin2 is used for self-ordering and we will also introduce Waitr. 2 Clubs on each side 50-yard line - offer is 2 bars and 4 food portables at each location - food or beverage is available

89. Are the Saints and/or Pelicans currently using a loyalty provider or in talks with a specific loyalty provider?

No.

90. We'd like to propose a 3rd party solution to handle the loaded ticket functionality and integrations to SeatGeek and Ticketmaster. Can you please confirm that is acceptable?

Yes, but integration and testing is the responsibility of the POS vendor.

91. Please describe the process / type of notification required when alcohol purchases are made at self-checkout stations.

Need to understand options and vendors' experience at other venues.

92. What is your current network infrastructure like, wireless vs wired? Are any network changes occurring prior to the installation of the new system?

See question #78.

93. Does the Bunker Club function as a table service restaurant? If so, is there a need mobile devices to allow for order entry and payment at the guest's table? Are the 5 units referring to Kitchen Display Systems or POS units?

No.

94. Is there a need for mobile devices to allow for Suite event day order entry and payment in front of the guests?

Suite technology is out of scope for this RFP.

95. How many pantries for in-seat/hawking?

8 but is in process of changing.

96. Is there a need for Suite Application?

No.

97. Describe each of these: Self-Check Order POS and Self-Order Checkout

Self-order kiosks are walk-up location that will fulfill the order and offer product ordering and payment transactions. None of these self-ordering check-out locations are currently planned. Self-ordering is an in-app or mobile-friendly website to order, complete payment transaction and pick up product from specific concession stands. Self check-out will be at certain "market" locations with package goods to be scanned at a check-out terminal using bar code scanning.

98. How many belly-up stands?

Please use quantities listed in section 2.2 Project Scope

99. How many portable stands? Do these stands have access to power & what type of network connection is available?

See question #98.

100. Will tips be taken on all devices?

There must be flexibility in allowing tips at certain locations, with changes in tipping easily changed by the F&B operator.

101. Annual sales & transactions for F&B including Suites?

Suites are out of scope for this RFP.

102. Is there a central warehouse for inventory?

Yes, there are several central warehouses.

103. Are there storages areas for inventory? If so how many?

There are several storage areas depending on areas of the venues.

104. What date would the implementation of each venue be able to begin?

We would like to start as early as possible to be prepared for the 2022 football season.

105. Can a list of applicable certified minority vendors be supplied?

See question #8

Exhibit A
Certified Minority & Women Owned Businesses – Temporary Labor

ABP, LLC dba Express Employment Professionals

135 N Domingue Ave
SUITE A-2
LAFAYETTE, LA 70506 337-896-6066 337-896-6773
Prejean, Arica arica.prejean@expresspros.com
Department of Transportation and Development ENGINEERING SERVICES
561320-Temporary Help Services

Cabildo Staffing, LLC

1515 Poydras Street
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New Orleans, LA 70112 504-524-8650 504-910-8804
Hutchinson, George hutch@cabildostaffing.com
Department of Transportation and Development CONSTRUCTION, ENGINEERING SERVICES
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Delta Personnel, Inc.

2709 L & A ROAD, STE 200
METAIRIE, LA 70001 504-833-5200 504-833-5296
Lawrence, Teresa tlawrence@deltapersonnel.com
DOTD New Orleans DBE Office ENGINEERING SERVICES, SUPPLIER, AIRPORT CONCESSION
561320-Temporary Help Services

Front Line Consulting

1302 Common Street
Lake Charles, LA 70601 253-341-7445
Jamahl Labbe jamahllabbe@gmail.com
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561320-Temporary Help Services

FEMA Manpower, LLC

P O Box 82553
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Gabrielle McKellar gm@mckellher.com
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Global Management Enterprise, LLC

3226 LAKE STREET
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232 3rd Street

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Celeste Jefferson

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Dale Holifield

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504-465-4654

ISI PROFESSIONAL SERVICES, INC.

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CHAMBERLAIN, GRACE

Louis Armstrong New Orleans International
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225-273-1262

PROFESSIONAL SERVICES

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New Orleans, LA 70122

Alcide Tervalon, III

New Orleans Regional Transit Authority

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altervalon@legacyproserv.com

CONSTRUCTION, PROFESSIONAL SERVICES

NOLA Steele Fabr. & Erection, LLC

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Karen L. Williams

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Alexis Amos-Neuville

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Rice Group, LLC

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New Orleans, LA 70131

Charles Rice, Sr.

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504-559-9448

charlesricesr@ricegrp LLC.com

504-362-8497

PROCUREMENT GOODS AND SERVICES, OTHER SERVICES

SOUTH POINT MANAGEMENT, LLC

147 CARONDELET STREET, SUITE 1123

NEW ORLEANS, LA 70130

Don LAWHORN

Louis Armstrong New Orleans International
Airport

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AIRPORT CONCESSION, PROFESSIONAL SERVICES

START SMART, LLC

7240 CROWDER BLVD., SUITE 300

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PROFESSIONAL SERVICES

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Topp Knotch Personnel, Inc.

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Diedria B. Joseph

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Herbert Moore

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Exhibit B Cost Center Summary

Caesar's Superdome

Concession Stands (Food-N/A)
Concession Stands (Alcohol)
Subcontractors
Caesars Rewards Legacy Club Food
Caesars Rewards Legacy Club Alcohol Beverages
Crown Royal Signature Club Food
Crown Royal Signature Club Alcohol Beverages
Mercedes Benz End Zone Club Food
Mercedes Benz End Zone Club Alcohol Beverages
North Quad Food
North Quad Alcohol Beverages
South Quad Food
South Quad Alcohol Beverages
Sugarlands Corner Office Food
Sugarlands Corner Office Alcohol Beverages
Catering Sales - not included in project scope
Suites Sales - not included in project scope

Champions Square

Opening Act Food
Opening Act Alcohol
Opening Act - Subcontractor
Food Trailer
Local Food Trucks
Exterior Alcohol Beverages
Exterior Non-Alcoholic Beverages
Exterior - Daiquiris / Subcontractor
Club 44
Vending
Club 44 Catering - not included in project scope

Smoothie King Center

Concession Stands Food
Concession Stands Alcohol Beverages
Subcontractors
In-Seat Food
In-Seat Alcohol Beverages
Outside Alcohol Beverages
Vending
North Club Food
North Club Alcohol Beverages
South Club Food
South Club Alcohol Beverages
Hub Club Food
Hub Club Alcohol Beverages
Chairman's Club
Courtside Club
Loge Box
Catering Sales - not included in project scope
Suites Sales - not included in project scope