

December 23, 2020

ADDENDUM NO. 2

Re: Solicitation No. 8005398 – Mystery Shopper Services

Please be advised of the following changes to the above-referenced Solicitation.

CHANGES:

1. Remove Specifications/ Scope of Work Section 3.1.15:

3.1.15 Medical

2. Change Specifications/ Scope of Work Section 7.2:

FROM: 7.2 No shopper must shop at each location more than three (3) times per fiscal year. Contractor shall provide reports of shopped locations by the shopper as requested by Board staff within two (2) business days of the request.

TO: 7.2 No shopper must shop at each location more than **four (4)** times per fiscal year. Contractor shall provide reports of shopped locations by the shopper as requested by Board staff within two (2) business days of the request.

3. Remove Specifications/ Scope of Work Section 9.13 and 9.14.

9.13 The Board shall request access from the Contractor to raw data reports on a monthly, quarterly, and/or annual basis and must be based on a fiscal year beginning October 1st through September 30th. The reports must include each month's data, by category and location. The Contractor may be requested to provide access to quarterly and fiscal year to date averages on an as-needed basis.

9.14 The Contractor must provide access to data reports in Excel and/or other software, systems, or web-based formats as deemed necessary by the Board staff.

4. Add Sections 15.3 and 15.4 below to Specifications/ Scope of Work Section 15- Training:

15.3 Contractor shall provide training to approximately five-hundred (500) front-line employees, and approximately one-hundred (100) managers/supervisors annually.

15.4 Training shall take place two (2) days per year with two (2) classes per day.

5. Replace the Proposal Pricing Form on page 55 with Revised Proposal Pricing Form.

6. Add Section 3.4 – Category Counts to Specifications/ Scope of Work Section 3 - Mystery Shopper Services:

3.4 Category counts are subject to change.

Pre-Pandemic, Feb 2020 Categories	Pre-Pandemic, Feb 2020 Count	Mid-Pandemic, Nov 2020 Categories	Mid-Pandemic, Nov 2020 Count
Accessories	14	Accessories	7
Apparel	12	Apparel	6
Bar	11	Bar	9
Cafeteria	1	Cafeteria	1
Casual Dining / Bar	26	Casual Dining / Bar	22
Coffee	18	Coffee	12
Convenience	16	Convenience	13
Currency Exchange	6	Currency Exchange	2
Destination Themed Gifts	6	Destination Themed Gifts	0
Duty Free	5	Duty Free	1
Electronics	10	Electronics	9
Fast Food	28	Fast Food	18
Health / Beauty	6	Health / Beauty	4
Lounge	2	Lounge	3
Meet & Greet	3	Meet & Greet	2
News	12	News	8
News / Coffee	11	News / Coffee	4
Quick Serve	21	Quick Serve	12
Rental Car	13	Rental Car	6
Service	15	Service	4
Snack	18	Snack	12
Spa / Salon	6	Spa / Salon	2
Specialty Retail	27	Specialty Retail	9

NOTE: A copy of this addendum shall be acknowledged by the appropriate signature and attached to the submitted proposal.

Company Name

Signed Date

If you have any questions regarding this matter, contact me during normal working hours (8:00 AM to 4:30 PM, Monday through Friday) at cbrewer@dfwairport.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Christian Brewer". The signature is written in a cursive style with a large initial "C" and "B".

Christian Brewer, Senior Contract Administrator
Procurement and Materials Management Department