



Reno-Tahoe
Airport Authority

RNO Concessions: RFP Overview + Meet the Primes

May 4, 2026



Upcoming RFPs

Food & Beverage

Q2 2026



Retail

Q2 2026



Gaming (Slot Machines)

Q3 2026



Advertising

Q4 2026



Lounge

Q1 2027





**Reno-Tahoe
Airport Authority**

Solicitation & Certification Resources



SBE/C & ACDBE Certification Questions?

ACDBE & SBEC

David Eclips

Harry Reid International Airport
Diversity, Procurement, and Contracts
P.O. Box 11005
Las Vegas, NV 89111
(702)261-5226
diversity@lasairport.com

SBE

NDOT

123 E. Washington Ave.
Las Vegas Nevada 89101
(775) 888-7497

Application Portal:

<https://ndot.dbesystem.com/Default.asp?TN=ndot>



Nevada Government eMarketplace (NGEM)

RTAA will post all formal solicitations to the online bidding system, NGEM

<https://nevada.ionwave.net/Login.aspx>





Formal Solicitation Process

Questions?

Katelyn Duggan

Senior Buyer

Reno-Tahoe Airport Authority

Contracts & Procurement Department

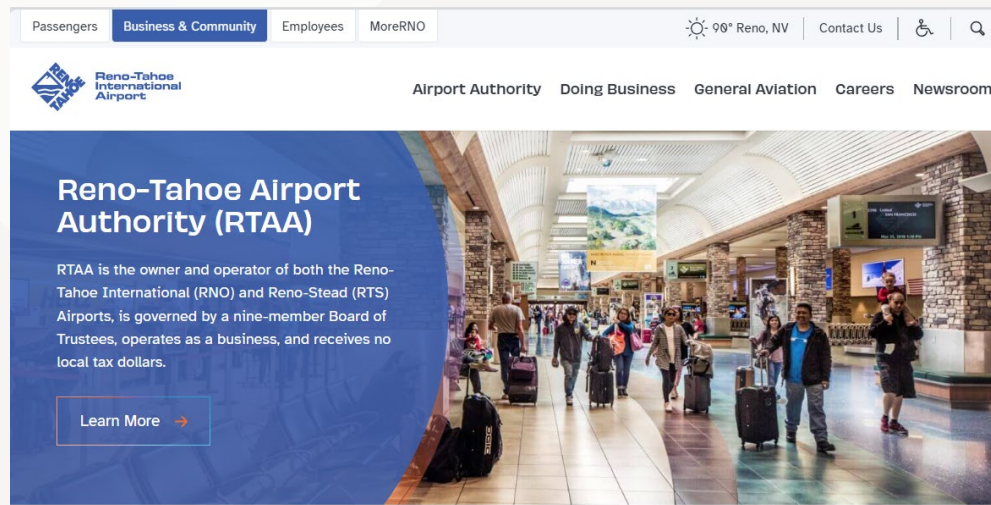
P: (775) 328-6673

kduggan@renoairport.com



Additional Resources

- <https://www.renoairport.com/business/>



- <https://www.renoairport.com/doing-business/concessions-program/timeline/>



Through 2026

Interested Parties List Engagement

Planning the new concessions program is underway and interested parties should fill out our **Business Engagement Form**. More information and updates will come. Get started today by connecting with our team.



Through 2026

Interested Parties Directory

We are creating a directory to support networking, partnerships and collaboration for those interested in our upcoming RFPs. To be included, please **complete this form** to have your information publicly listed.

Current directory – Updated
03/12/2026



Contact concessions@renoairport.com with any questions or issues accessing the directory. [renoairport.com](https://www.renoairport.com)



**Reno-Tahoe
Airport Authority**

RFP Overview

RENO - TAHOE INTERNATIONAL AIRPORT



Program Goals

- Modern Mountain Design
 - Reflect Reno-Tahoe's unique identity and sense of place
- Enhance Passenger Experience
 - Quality, service, variety, pricing, and design
- Optimize Revenue
 - Innovative concepts and expanded offerings
- Champion Sustainability
 - Integrate sustainable practices across operations, management, and design
- Offer Brand Diversity
 - Balance national brands with local favorites
- Support Small Businesses
 - Create meaningful participation opportunities



RFP Packages

Food & Beverage

- Term: 15 years¹
- Packages (2):
 - Package 1: Large
 - Package 2: Small

Retail

- Term: 12 years¹
- Options: One (1) Two-year extension
- Packages (2):
 - Package 1: Primary
 - Package 2: SBEC Set-Aside

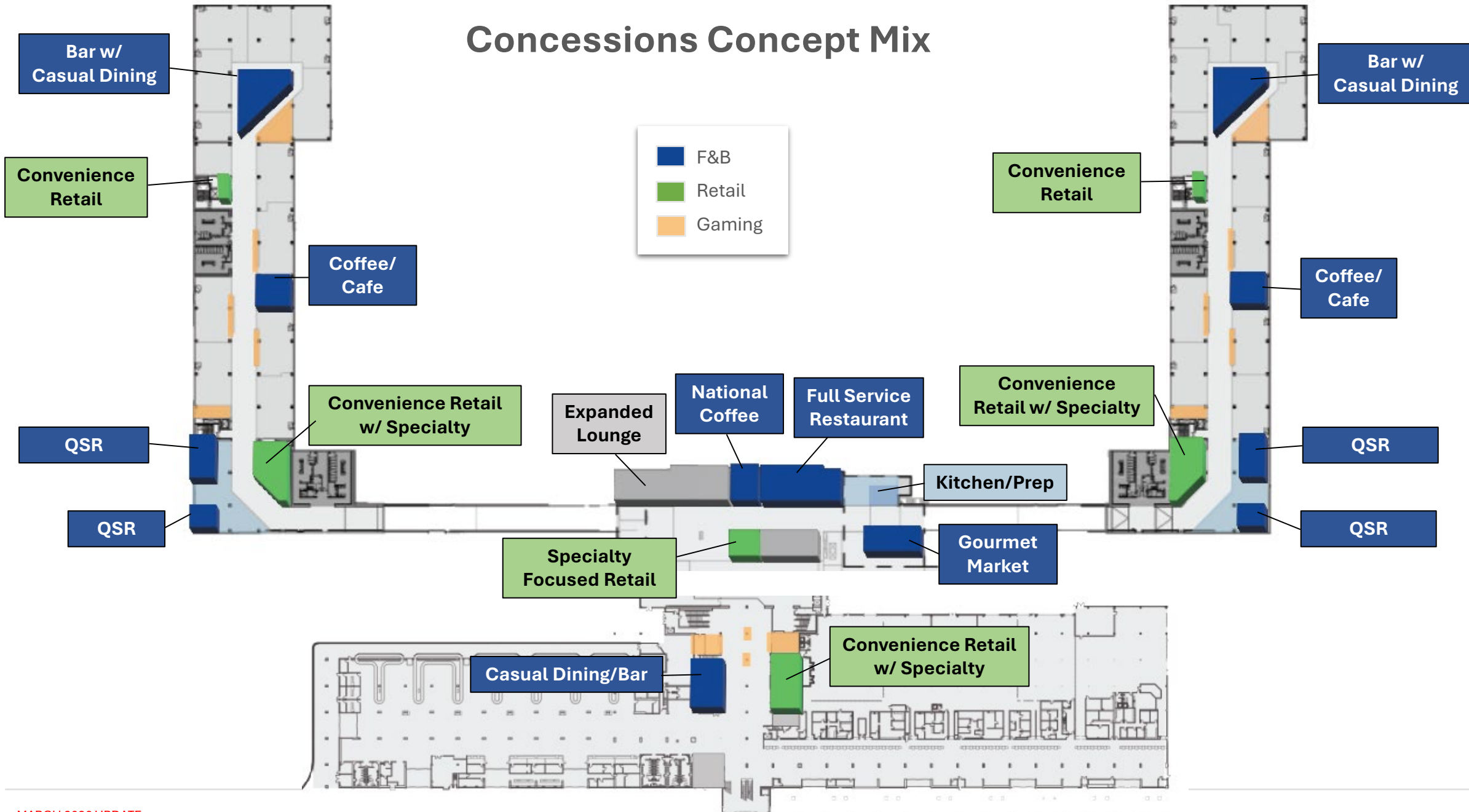
Other Information

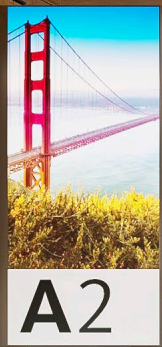
- Separate responses required for each package
- Up to two (2) packages may be awarded: one (1) Food & Beverage and one (1) Retail
- Sales and enplanements are estimates only; no warranties are provided

¹ Term based on phased location activations resulting in average term length.



Concessions Concept Mix







B3

B3

Los Angeles 2571
4:00pm
3:20 pm
Arts





the coffee spot

coffee | sandwich | pastries



BAR & KITCHEN

A8

A10

A12

A9

8A

BAR & KITCHEN



**Reno-Tahoe
Airport Authority**

Prime Concessionaire Introductions



Prime Concessionaires

- Aero Service Group
- Areas
- Avolta
- Grove Bay Concessions
- Mission Yogurt
- OTG
- Paradies Lagardère
- SSP America
- Tailwind Hospitality
- WHSmith



Aero Service Group

Bob Helman, COO

robert.helman@aero-sp.com

612-999-1091



LOCATIONS

- ◆ MSP: MINNEAPOLIS (4)
- ◆ DSM: DES MOINES IA (7)
- ◆ BNA: NASHVILLE (2)
- ◆ BWI: BALTIMORE (1)

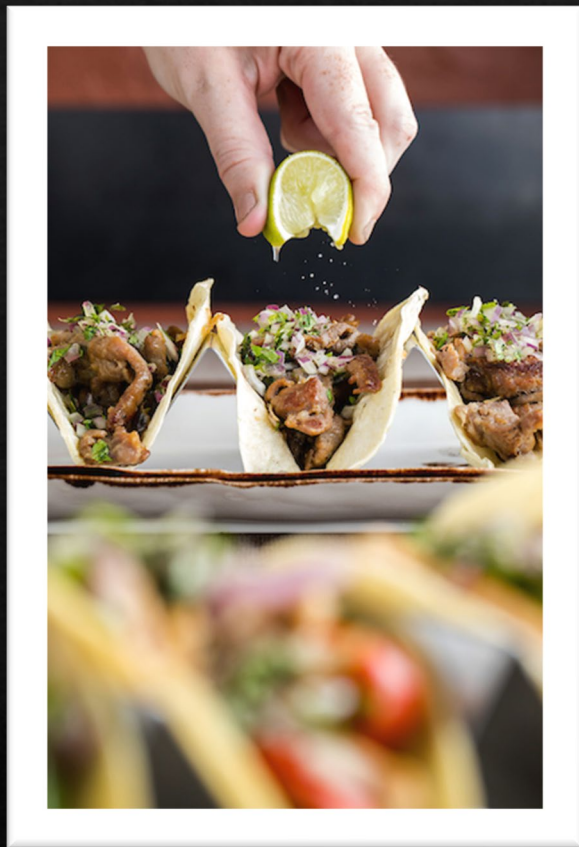
CATEGORIES

- ◆ FULL SERVICE (9)
- ◆ BAR & LIGHT (2)
- ◆ COFFEE (1)
- ◆ QUICK SERVICE (1)
- ◆ MARKET (1)

FOOD FOCUS: SCRATCH KITCHENS



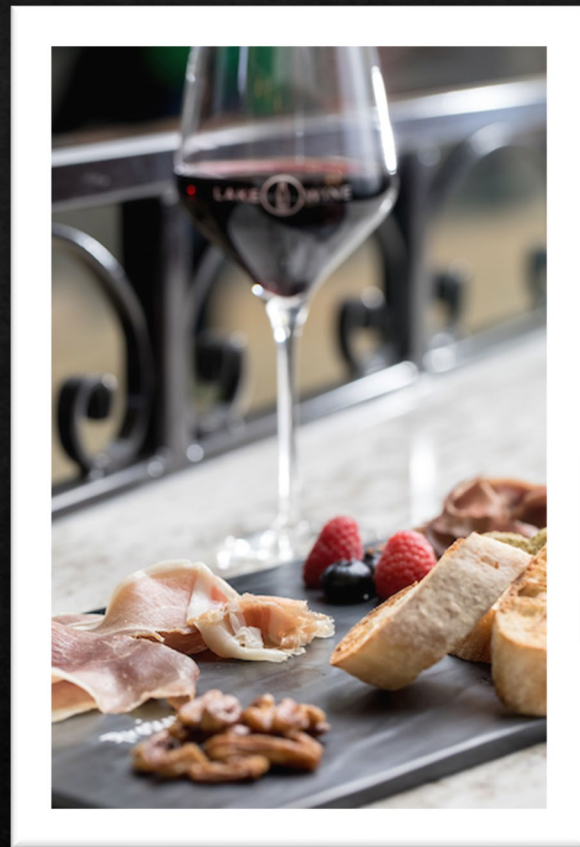
BURGERS & BREWS



TACOS & MORE



BREAKFAST



WINE FOCUS



Revitalizing the travel hospitality experience

United States ● France ● Spain ● Italy ● Germany ● Portugal ● Mexico ● Chile ● Belgium ● Luxemburg

Where we are

You can find us operating across motorways travel plazas, airports, train stations and leisure centers alike. From Spain to France, the USA, Italy and beyond, we are making our presence known in **11 countries throughout Europe and America.**

We are experienced in the sector with numbers to back our expertise. With millions of guests and thousands of employees and restaurants, we drive business and change.

Locations:

202

Motorways travel plazas

81

Airports

78

Train stations

27

Leisure & City Center



Take off! with Areas



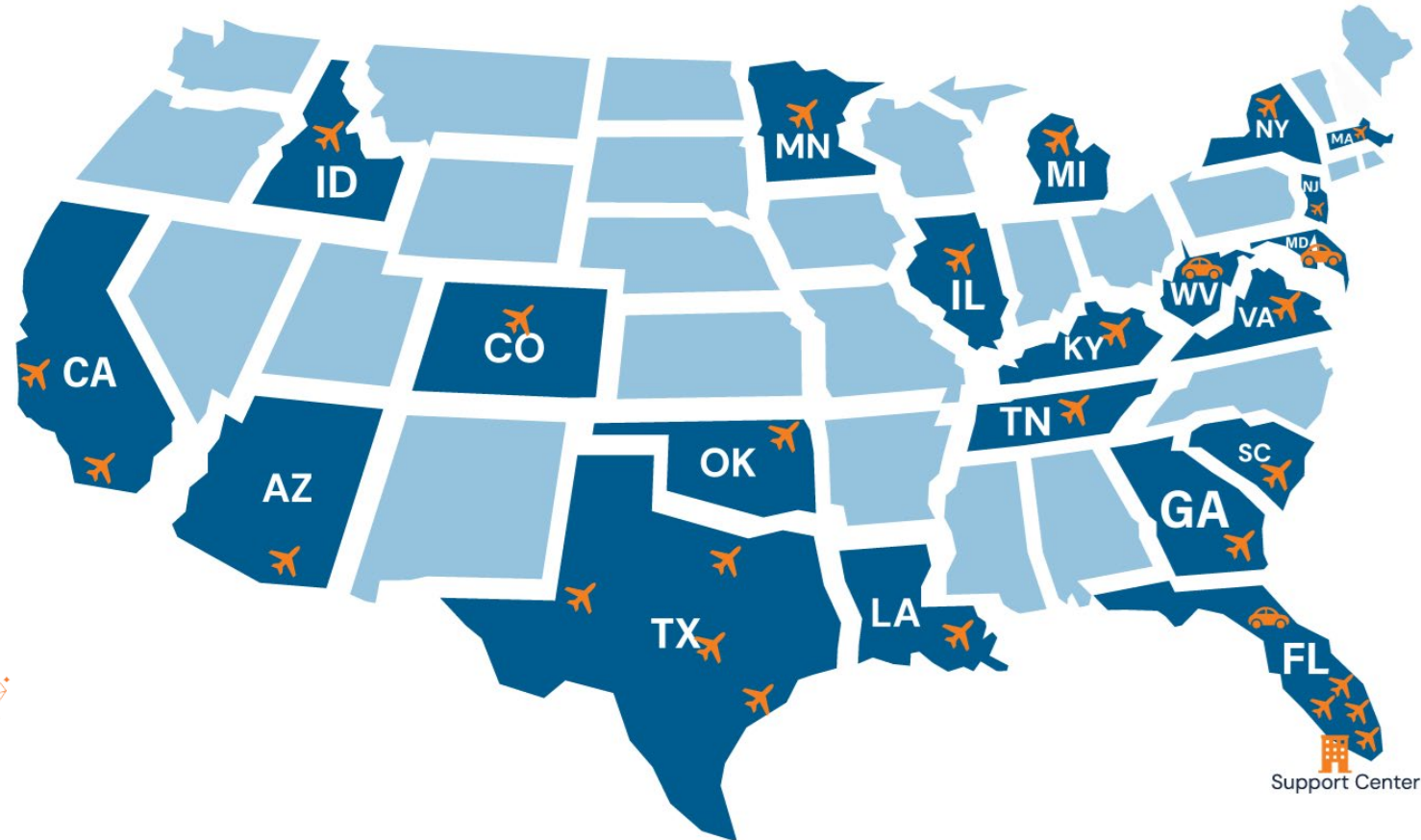
We have a global dining and retail operating presence in:

airports, railway stations, highway and service plazas in the world.

-  27 AIRPORTS
-  12 TRAVEL PLAZAS
-  400 RESTAURANTS & RETAIL STORES
-  6,000 TEAM MEMBERS
-  70M GUESTS SERVED ANNUALLY
-  920M REVENUE
-  100+ BRAND PORTFOLIO



USA LOCATIONS



"Areas is fueled by its people-talented and driven. People that are passionate about the work we do and the impact we have on the world."



Industry Frontrunners



2023 Wins:

- Houston Hobby 10 Units
- Atlanta 7 Units
- San Diego 5 Units

Celebrating local flavors & cultures





How do we do it?
Expertise, Collaboration,
and Human Touch



Inspire Change! with Areas



GIVING BACK...The cornerstone of our success:

We currently partner with national and local organizations recognized and beloved by employees and guests alike. We believe in tailoring our efforts to the needs of each community we serve.

Many partners are national organizations with local chapters adding greater breadth to our reach and an impactful relevance to each of our markets.





We'd love to hear from you



Julie Seglem
Director of
Business
Development



Marlene Coleman
Director of
Strategic Alliance

Inspiring Travel Hospitality
with an entrepreneurial spirit



Partnership Opportunities include:

- Joint Venture Partnerships
- Subtenancy
- Licenses
- Supply, Product and Services



HMSHost · Hudson · Dufry

RNO Concessions: Meet the Primes

Reno-Tahoe International Airport | May 4, 2026

Tosin Kasali, VP Business Development

WHO WE ARE

Avolta is the world's leading travel experience company.

- Global operator of food & beverage and retail across airports, travel plazas, and landmark destinations
- Present in 75+ countries with 5,500+ locations worldwide
- 75,000+ colleagues serving travelers every day
- \$10B+ in annual revenue
- U.S. operations span HMSHost, Hudson, and Dufry brands

(||) HMSHost

ByAvolta

Food & Beverage

(||) Hudson

ByAvolta

Travel Retail

(||) Dufry

ByAvolta

Duty-Free & Travel Retail

HMSHost

ByAvolta

We Are a Leader in Creating Dining for Travel Venues



1897

Founded as the Van Noy Railroad News Co., the company begins with humble roots selling candy, snacks, fruit, magazines, newspapers, and convenience items from newsstands in train stations.



1954

Our first airport concessions contract is awarded at San Francisco International Airport — a contract we still have today.



1999

HMSHost becomes part of Autogrill.



2023

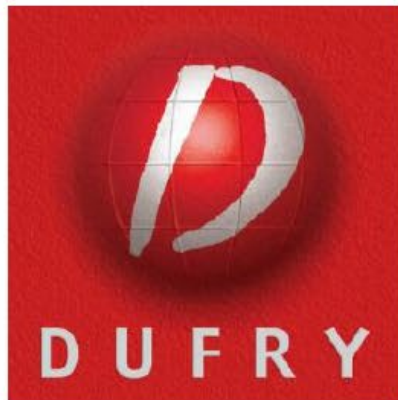
HMSHost embarks on its next journey as part of Avolta following the business combination of Autogrill and Dufry.

Avolta

Hudson

ByAvolta

We've Been the Traveler's Best Friend Since 1987



1987
Opened our first branded Hudson News stores in LaGuardia Airport.

1994
Hudson wins contracts at JFK International Airport and expands outside of the tri-state area with Boston Logan International Airport and Dallas Love Field Airport.

2008
Hudson becomes part of Dufry.

2023
Hudson embarks on its next journey as part of Avolta following the business combination of Dufry and Autogrill.



We Are the Largest Airport Duty Free Operator in North America



1865

Founded in Basel, Switzerland.



1952

Our first duty-free shops open at Le Bourget, Paris — and we become the 2nd operator to ever open a duty free store.



2004

Dufry decides to focus our core business on travel retail, with a vision to become a global company.



2014

Dufry acquires The Nuance Group.



2015

Dufry acquires World Duty Free.



2023

Dufry combines with Autogrill to create the Travel Experience Revolution.



North America at a Glance



We operate over

2,000

locations in more than

110

travel venues throughout
North America

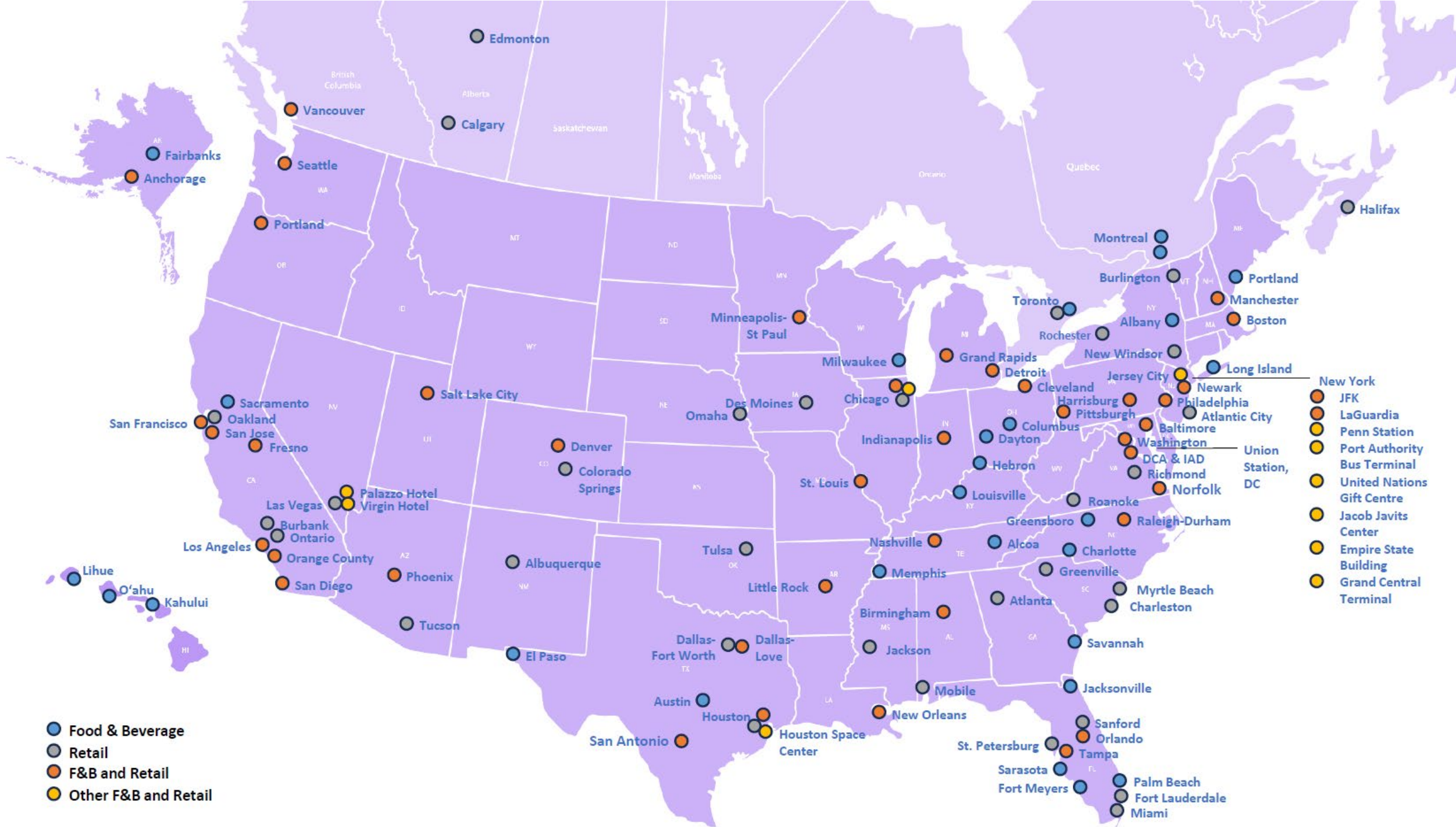


We are powered by our
people with

30,000+

team members across
North America





- Food & Beverage
- Retail
- F&B and Retail
- Other F&B and Retail

- New York
- JFK
- LaGuardia
- Penn Station
- Port Authority Bus Terminal
- United Nations Gift Centre
- Jacob Javits Center
- Empire State Building
- Grand Central Terminal

An Unmatched Portfolio

Proprietary Concepts | Global & Local Brands | Chef Partnerships



Today We Are...



HMSHost
ByAvolta

Nearly 80
airports

1,000+
dining venues

400+
proprietary, national,
regional, and local
concepts

Today We Are...



Hudson
ByAvolta



Nearly 90
airports, commuter hubs,
landmarks, & tourist
destinations



1,000+
stores across travel
convenience, specialty
retail, and duty free



175+
proprietary, national, and
local concepts

WHAT WE'RE LOOKING FOR AT RNO

How We Partner

Joint Venture

Shared ownership and operations — our most common airport structure, requirements

Sublease

Partner operates independently within Avolta's concession space under a arrangement

Licensing

Partner licenses Avolta-owned concepts or proprietary brands to expand their

Vendor / Supplier

Products or services sourced through certified suppliers integrated into our operations operations

Who We Seek

- ACDBE-certified or certification-eligible firms
- Local Reno/Nevada-rooted brands or concepts
- Experienced airport or high-volume operators
- Certified diverse suppliers & vendors
- Organizations aligned with long-term operational commitment

LET'S CONNECT

We welcome conversations with qualified local businesses, ACDBE firms, and community-connected brands interested in the RNO opportunity.

Get in our Database for future conversations

Inquiries:

Jonathan Coleman

Director Strategic Alliances

jonathan.coleman@avolta.net

www.avolta.com



Scan to connect

EXECUTIVE TEAM



EDDIE ACEVEDO, IGNACIO GARCIA-MENOCAL, AND FRANCESCO BALLI

AIRPORTS



SNAPSHOT

REVENUE: \$90M

FULL SERVICE VS QSR: 18 VS 10

TEAM MEMBERS: 1000

STREETSIDE VS AIRSIDE: 7 VS 21

POINTS OF SALE: 28

EMPLOYEE TURNOVER: 33.1% YTD

4.7 SOCIAL MEDIA SCORE

OUR STORY

FOUNDED IN 2013, GROVE BAY CONCESSIONS IS A MIAMI-BASED AIRPORT CONCESSIONS OPERATOR. VOTED ONE OF SOUTH FLORIDA BUSINESS JOURNAL'S "BEST PLACES TO WORK" IN 2022, GROVE BAY IS LED BY THREE PARTNERS, CO-FOUNDERS/CEOS FRANCESCO BALLI AND IGNACIO GARCIA-MENOCAL AND COO EDDIE ACEVEDO, WHO BRING DECADES OF COMBINED HOSPITALITY EXPERIENCE. GROVE BAY HAS OPERATIONS IN MIAMI INTERNATIONAL AIRPORT, SEATTLE INTERNATIONAL AIRPORT, RALEIGH-DURHAM INTERNATIONAL AIRPORT AND RHODE ISLAND TF GREEN INTERNATIONAL AIRPORT. GROVE BAY STAYS TRUE TO ITS CHEF DRIVEN APPROACH AS IT PARTNERS WITH LOCAL NORTH CAROLINA CHEFS LIKE FIVE-TIME JAMES BEARD SEMI-FINALIST CHEF SCOTT CRAWFORD AND TWO-TIME JAMES BEARD SEMI-FINALIST CHEF OSCAR DIAZ. MOST RECENTLY, GROVE BAY PARTNERED WITH CHEF BOBBY FLAY TO BRING BOBBY'S BURGERS TO RDU. AT THE SAME TIME, GROVE BAY OPERATES WELL-KNOWN NATIONAL BRANDS SUCH AS BURGER KING AND DUNKIN'. WWW.GROVEBAYCONCESSIONS.COM.

CHEFS



ACCOLADES

2025 MICHELIN STAR - STUBBORN SEED
 2025 MICHELIN GUIDE - BEAUTY & THE BUTCHER
 2024 SFBJ ULTIMATE CEO
 2024 AAA FOUR-DIAMOND STUBBORN SEED
 2024 MICHELIN STAR - STUBBORN SEED
 2024 MICHELIN GUIDE - BEAUTY & THE BUTCHER
 2024 AAA FOUR DIAMOND AWARD - STUBBORN SEED
 2023 MICHELIN STAR - STUBBORN SEED
 2022 NRN - MOST INFLUENTIAL RESTAURANT CEO'S
 2022 BEST COMPANIES TO WORK SFBJ
 2022 MICHELIN STAR - STUBBORN SEED
 2022 MICHELIN BIB - RED ROOSTER
 2020 NRN - MOST INFLUENTIAL CEOS
 2018 TRAVEL & LEISURE "BEST RESTAURANT"

BRANDS



DUNKIN'

P.F. CHANG'S



Sally's at SEA



B&W



Grove Bay
CONCESSIONS

Francesco Balli

francesco@grovebaygroup.com

cell: 305-431-6194

www.grovebayconcessions.com

www.grovebaygroup.com

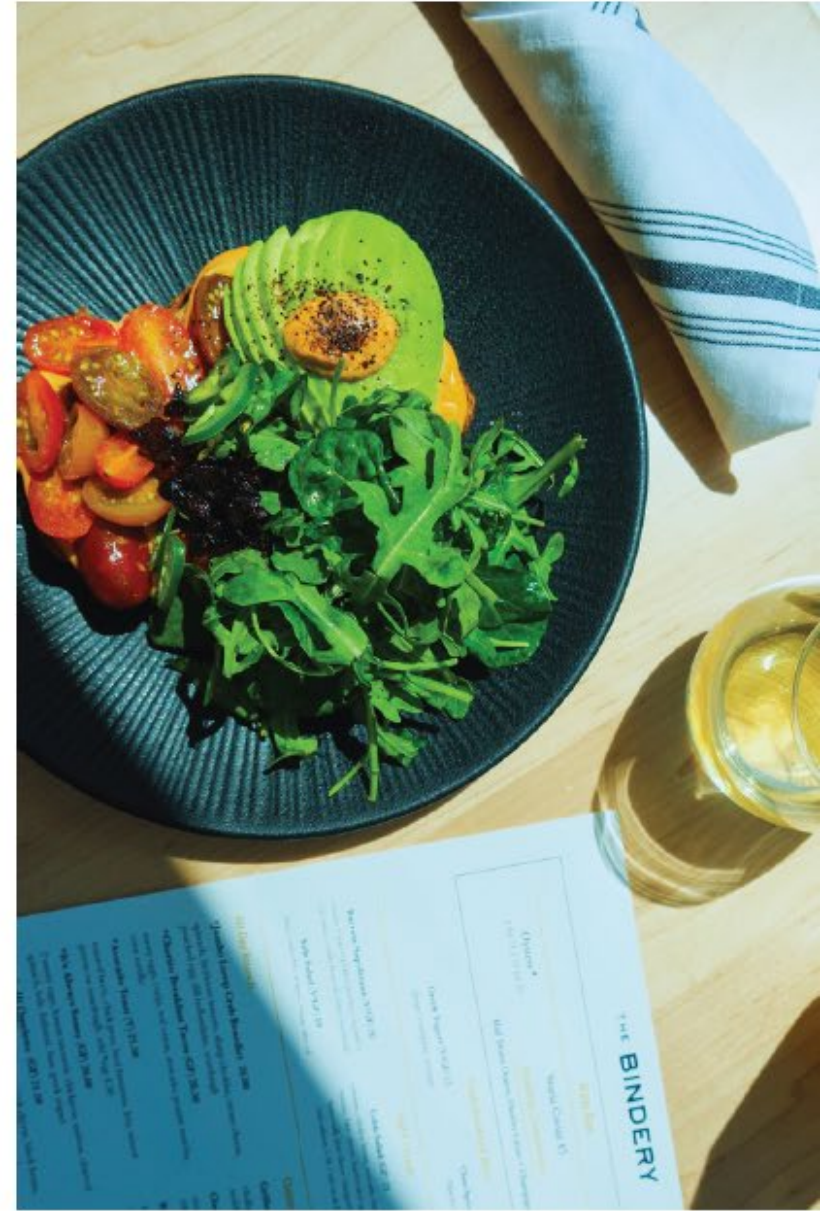


WHO WE ARE

Mission Yogurt is an industry leading airport concessionaire known for launching innovative, locally driven concepts that resonate with travelers and perform at scale.

A SIMPLE PHILOSOPHY

- Create beautiful, cohesive spaces
- Serve unique and exciting food
- Provide travelers with an unforgettable experience



WHAT WE'RE LOOKING FOR

Mission Yogurt is looking for partners, brands and vendors that are:

- Significantly Involved
- Constantly Evolving
- Authentically Passionate
- Nimble + Flexible



LET'S ACCOMPLISH THE UNEXPECTED.

Domenick George | Executive Director of Operations

917.703.4950

dom.george@missionyogurt.com

Jay Hefflon | Director of Business Development

303.720.2839

jay.hefflon@missionyogurt.com

Sean O'Grady | Brand Relationship Manager

303.378.9890

sean.ogrady@missionyogurt.com



HUNGRY FOR MORE?





OTG AT A GLANCE:

Operating in 22 terminals across major airports in the U.S. and Canada, OTG currently manages:



350+
Restaurants and Retail Venues



313.5M
Total Passengers
Reached Annually



4,000+
Employees Nationwide



3
Airline Partnerships



OTG, which was founded in 1996 and is best known for bringing beloved local food institutions into airports, isn't the first company to dabble in gate-side mobile ordering...No other company has yet to deploy mobile orders at the same scale as OTG is pursuing—a leap that's possible because OTG is building its technology in-house.

BLOOMBERG

Now you can get food delivered to your gate at some of the biggest US airports.

THE VERGE

New farm-to-terminal dining concept and tech-enhanced hospitality at Denver International Airport: OTG Management will partner with local community organizations to celebrate the Chefs, Farmers, Brewers and Purveyors that have turned Denver into the culinary destination that it is today.

INTERNATIONAL
AIRPORT REVIEW

CULINARY EXCELLENCE

Bringing local flavors into the airport transforms the travel experience, allowing passengers to savor the unique tastes of a region. From street food stalls to regional specialties, it adds a delicious dimension to the journey, making airports more than just transit hubs but culinary destinations in their own right.



IMMERSIVE DESIGN, ROOTED IN THE EXPERIENTIAL.

Inspired by the physical and cultural elements that make up the markets we operate in, OTG works with world-renowned architects, artists and designers to ensure its restaurant environments illicit a true sense of place.



STRATEGIC ALLIANCES

OTG Management is an award-winning, New York based airport concessions developer and operator. One of our driving principles is to operate in a way that reflects the communities we serve. To that end, we partner with highly qualified, experienced, and certified ACDBE/SBE companies in each of our airport operations across the country, most of whom are food & beverage and retail concessionaires. Our SBE and local partners also include suppliers, vendors, and construction firms.

For more information, please contact:

Andrzej Bocian-Brown

Tel: 610.809.6319

E-Mail: abocian-brown@otgexp.com



Paradies Lagardère

TRAVEL RETAIL

Reno-Tahoe International Airport

A Legacy of Excellence in Airport Dining and Retail

Paradies Lagardère is the North American division of Lagardère Travel Retail, a global leader operating more than 4,600 locations across Travel Essentials, Duty Free & Fashion, and Dining in airports, railway stations, and other concessions worldwide.

We bring more than 60 years of experience in developing and delivering innovative shopping and dining experiences for airport travelers across North America, and our commitment to brand partnership is renowned across the industry. Accompanying our dedication to excellence and our strong company culture is an entrepreneurial spirit that drives us to create the best solutions for our customers and airport partners. We firmly believe that everything we do must be first-class—from the quality of our offerings to our superior design and award-winning operations.



OUR MISSION STATEMENT

To Maintain First-Class Standards that Exceed the Expectations of the Customers and Business Partners We Serve.

Gregg Paradles
CEO

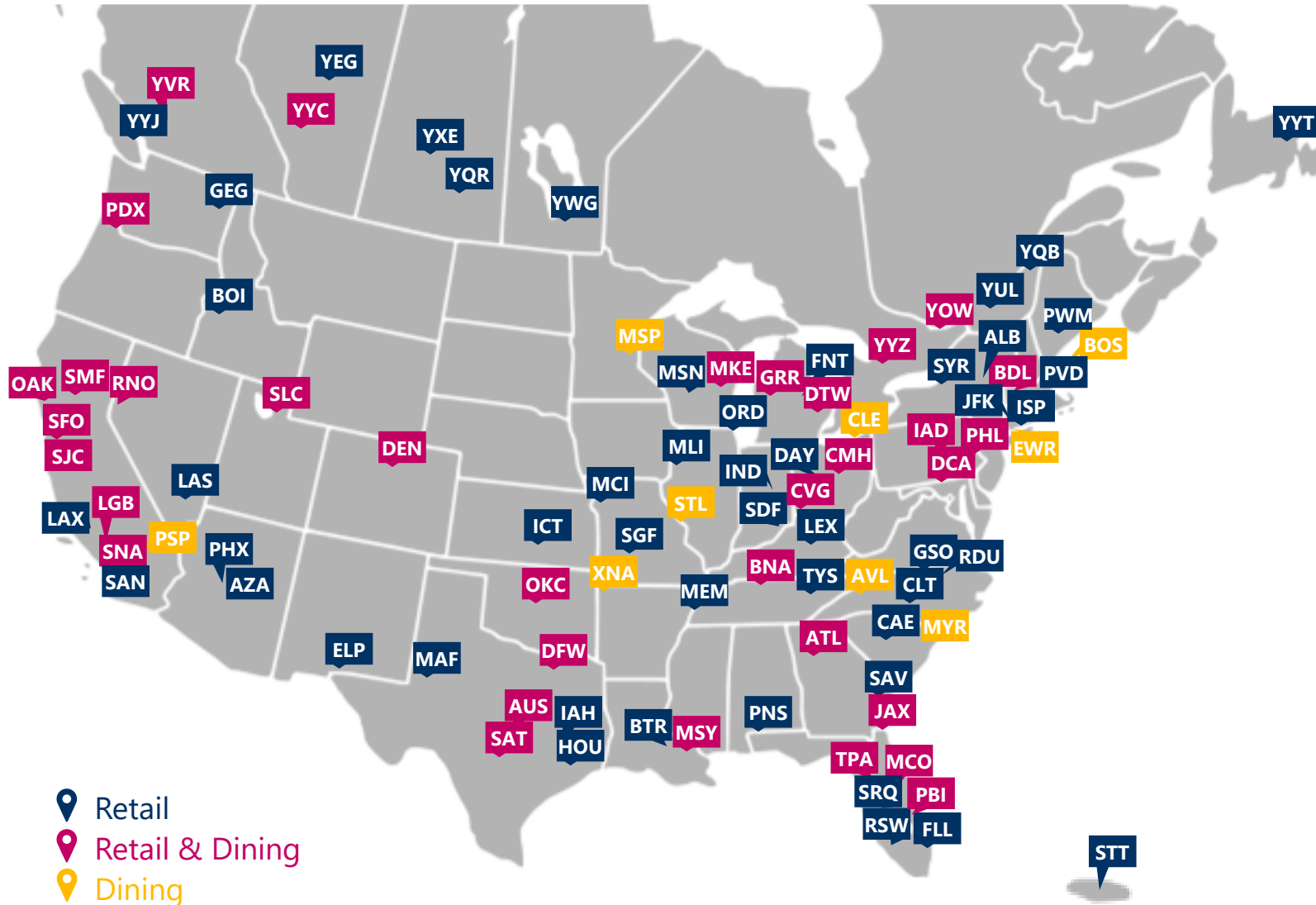


John Jamison
PRESIDENT



Paradies Lagardère

TRAVEL RETAIL



\$1.7B
Sales

90+
Airports

800+
Units

10k
Associates

**AXN
BEST
OVERALL
RESTAURATEUR
★2026★**

**AXN
BEST
OVERALL
RETAILER
29 CONSECUTIVE
YEARS**

WHO WE ARE

Paradies Lagardère
TRAVEL RETAIL

COMMITTED TO **GUEST SATISFACTION**

– Award-winning employer of choice

EXPERTS IN **BRAND EXECUTION**

– Showcasing local favorites & nationally-recognized partners

DEDICATED TO **DESIGN**

– Creating a curated sense of place wherever we operate

WHO YOU ARE

Paradies Lagardère
TRAVEL RETAIL

A **STORYTELLER**

- Offering unique insight into your brand, your product, your guests, and your community

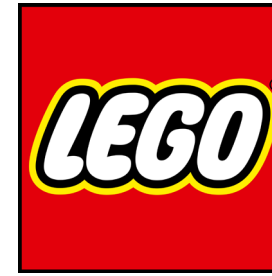
READY FOR **EXPANSION**

- Flexible and seeking to share your brand with travelers

COMMITTED TO YOUR **COMMUNITY**

- Immersed in the people and places of RNO

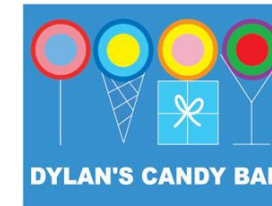
Seamlessly
Representing
200+
Restaurant &
Retail Brand
Partners



200+



Restaurant &
Retail Brand
Partners





Tiffany REA

Director of Marketing, Dining
Operations
Tiffany.Rea@paradies-na.com
Phone: (404) 344-7905

Amy Goethals

Director, Business Development
amy.goethals@paradies-na.com
Phone: (909) 452-5586

**Sarah Kirkpatrick &
Theresa Laudato**

VP of Merchandising, Retail
Theresa.Laudato@paradies-na.com
Sarah.Kirkpatrick@paradies-na.com



RENO-TAHOE MEET THE PRIME


SSP America
The Food Travel Experts





SSP America Team

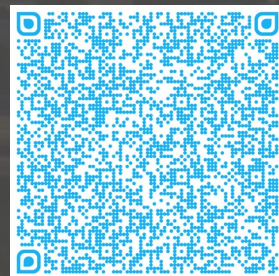
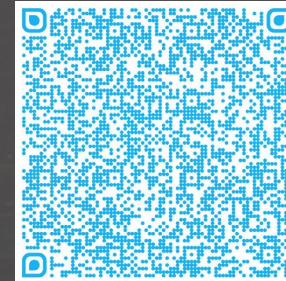


KYLE PHILLIPS

VP, Concepts and Development


 281.961.6957


 Kyle.Phillips@foodtravelexperts.com



NATALIE GREENE

Sr. Director, Brands and Concepts

512.567.4094 

Natalie.Greene@foodtravelexperts.com 



Qualifications and Experience



8,900
employees

8,270
hourly

630
salaried

more
than
300
brands

\$1.1 billion
annual revenue

450
units

58
airports

170,000
customers
daily

100+ JV Partners
representing their local
communities



**Timber Ridge
Concourse Connector**



**Liberty Toast
Concourse B**



**Tap & Pour
Concourse C**



**Peet's Coffee
Concourses B & C**

Partnership Opportunities

- ✈ Construction and Construction Related Services
- ✈ Electric, Plumbing, HVAC and Millwork
- ✈ Food and Beverage Suppliers
- ✈ Restaurant Service Suppliers
- ✈ Joint Venture Partnerships







Local Businesses

- Restaurants
- Coffee Shops
- Breweries
- Bakeries
- Delis
- Retail Vendors





TAILWIND HOSPITALITY, INC.

408 Landmark Drive
Wilmington, NC 28412

JESS BACKHAUS

SVP of Operations & Development
910.343.9881 | jess@tailwindconcessions.com

RETAIL. IT'S OUR MIDDLE NAME.



WHSmith

NORTH AMERICA

MarshallRetailGroup | INMOTION

PRESENTED BY:

ALEA LAROCQUE | *Vice President, Business Development*
CHRISTEN WINKLER | *Senior Director, Business Development*

WHO WE ARE

46

AIRPORTS

285+

AIRPORT
LOCATIONS

WHSmith

NORTH AMERICA

INCORPORATING INMOTION & MARSHALL RETAIL GROUP

SOON TO OPEN +1 AIRPORT
+50 AIRPORT
LOCATIONS

\$535+

MILLION
IN SALES FY 2025

39

RESORTS/RAIL

75+

RESORTS/RAIL
LOCATIONS

2600+

TEAM MEMBERS
FT: 1970+ PT: 630+

\$1.5M+

AVERAGE VOLUME
PER STORE

70+

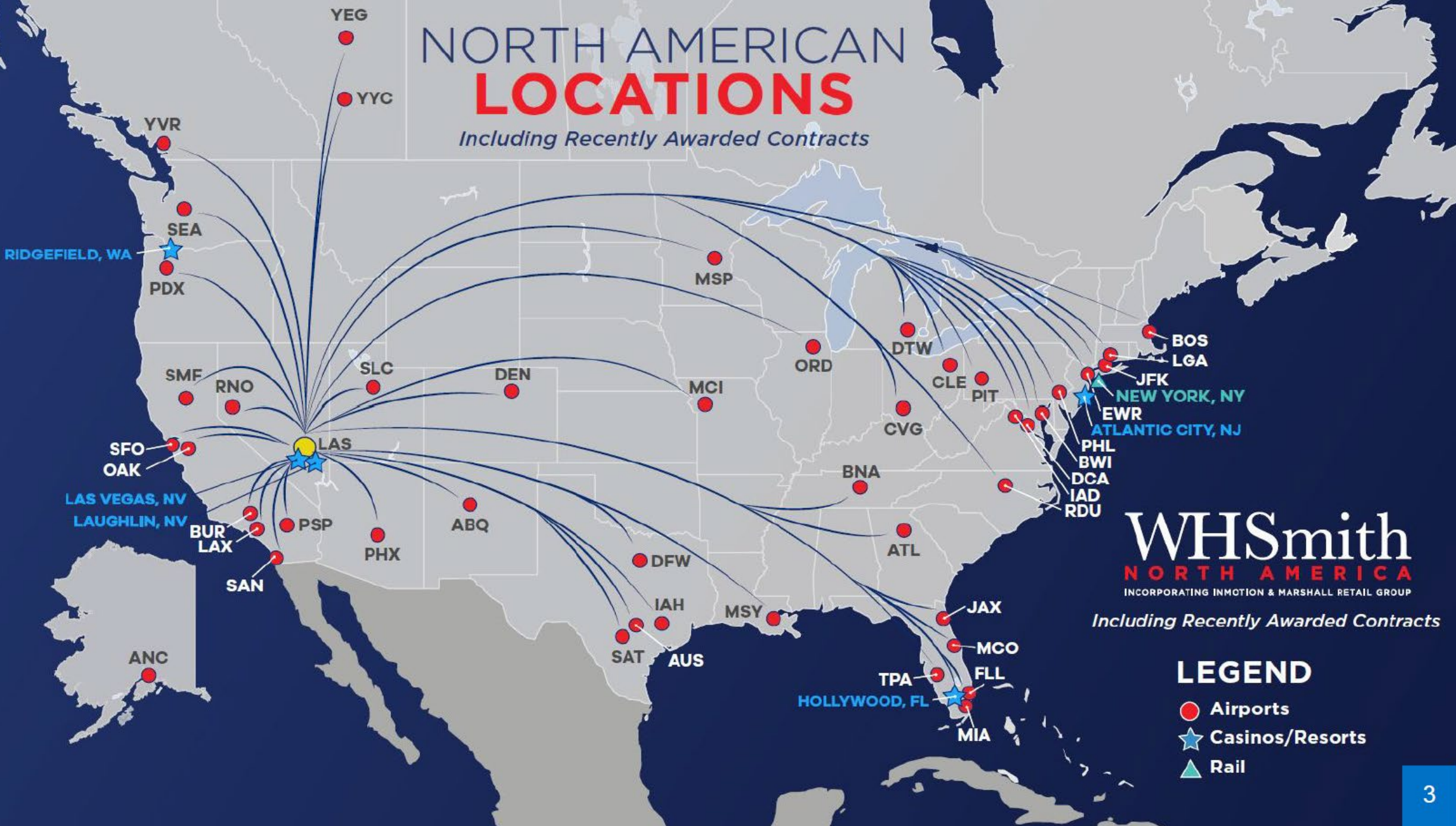
YEARS
IN RETAIL

RECENTLY AWARDED/RECOMMENDED CONTRACTS: JFK | DEN | PDX | ABQ | IAD | DFW | PHL | BUR | DTW | MCO | JAX

NORTH AMERICAN LOCATIONS

Including Recently Awarded Contracts

RIDGEFIELD, WA



WHSmith

NORTH AMERICA

INCORPORATING INMOTION & MARSHALL RETAIL GROUP

Including Recently Awarded Contracts

LEGEND

- Airports
- ★ Casinos/Resorts
- ▲ Rail

ACTIVE OPERATIONS IN NEVADA

BORN IN NEVADA

- Marshall Retail Group (MRG) was founded in 1955 in Las Vegas
- Store Support Center (HQ) is in Las Vegas



STORE

- InMotion



STORES

- LV Provisions *COMING SOON!*
- Welcome To Las Vegas (x7 stores)
- DT Arts Market
- TUMI (x2 stores)
- Kate Spade
- InMotion
- Natalie's Candy Jar
- Marshall Rousso
- Jayn & Este

ADDITIONAL NEVADA STORES

- 52 Casino/Resort Stores in Las Vegas
- 5 Casino/Resort Stores in Laughlin



SHARED PROSPERITY

ACDBEs | SBECs

We work with ACDBE & SBEC certified firms as Joint Venture partners across North America. We are actively seeking ACDBE and/or SBEC firms for the upcoming RNO opportunity.

Local Brands | Vendors

We love featuring locally-made products within our stores! We are currently seeking retail and consumer packaged goods manufactured within Reno or surrounding cities.

CONTACT US

ALEA LAROCQUE

Vice President, Business Development
WHSmith North America
alea.larocque@whsmith.com



CHRISTEN WINKLER

Senior Director, Business Development
WHSmith North America
christen.winkler@whsmith.com



**Reno-Tahoe
Airport Authority**

Prime Concessionaire Introductions



Reno-Tahoe
Airport Authority

Thank you

Contact Information

Shawna Carpenter

scarpenter@renoairport.com

www.renoairport.com @renoairport #flyRNO