



**REQUEST FOR PROPOSAL (“RFP”) #5018DT
FOR CONFERENCE SERVICES MANAGEMENT
ADDENDUM #1, QUESTIONS AND ANSWERS**

Issued Date: 5/28/2024

**Questions due by: 6/14/2024 by 2:00pm EDT via email with the RFP #5018DT in the
subject line**

Pre-Bid Campus Tour: 06/11/2024 @ 10:00am EDT

(Student Center in front of Starbucks)

**Due Date /Time: 8/2/2024 by 2:00pm EDT via email with the RFP #5018ME in the
subject line**

Contact:

Michael Eames

Purchasing Manager

bids@csuohio.edu

**Proposals must be received by the due date/time specified above. Proposals received
after the due date/time will be returned unopened to the supplier**

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

Addendum #1, Questions and Answers, RFP # 5018ME, For Conference Services Management

General

1. Are there any blackout dates per existing university policy for any of the spaces. **No**
2. Annual revenue from Internal customers? Internal add-on services? **See numbers provided in question #6 below.**
3. External Rental Revenue? External Add-On Revenue? **See numbers provided in question #7 below.**
4. Is there priority booking by space for internal groups? Or is it first come first serve? **Through this transition space will be available on first come, first serve basis.**
5. What is the policy for external paid bookings over gratis internal booked spaces, can internal groups be bumped or moved to alternative space currently? If yes, can an internal group agree to the room rental fee to secure the space? **Internal groups may be bumped if comparable alternative space can be identified and is deemed acceptable by the original requestors. Internal groups are not currently charged for facility usage (i.e. room/space fees).**
6. Please provide a summary for **internal** bookings for the past two years:
 - Number of events (event defined as a space/room used) **FY23: 7,938; FY24: 9,181**
 - Set up/Break down Fees. **FY23: \$72,284; FY24: \$76,218**
 - AV Fees **FY23: \$61,813; FY24: \$82,677**
 - Housekeeping Fees **FY23: \$19,610; FY24: \$13,156**
 - Security Fees **FY23: \$35,393; FY24: \$29,480**
 - Miscellaneous Fees **FY23: \$37,763; FY 24: \$60,799**
7. Please provide a summary of revenues for **external** bookings for the past two years:
 - Number of events (event defined as a space/room used) **FY23: 1,150; FY24: 965**
 - Set up/Break down Fees. **FY23: \$5,973; FY24: \$5,849**
 - AV Fees **FY23: \$10,047; FY24: \$11,797**
 - Housekeeping Fees **FY23: \$3,938; FY24: \$4,820**
 - Security Fees **FY23: \$8,607; FY24: \$10,532**
 - Miscellaneous Fees **FY23: \$2,635; FY24: \$3,381**
8. Currently, is security mandatory by university policy for all events in which alcoholic beverages are served? **Yes**
 - Is this a fee passed on to the event? **Yes**

9. Does the University require approval of all external events? **We would trust our third-party partner to approve these events. University should be consulted if they are worried about the event.**
10. Are there any longstanding discounts/waiver of fees to specific community or external groups?
IF yes, what is the revenue “waived” for these groups? **We do have a partner rate, but we are happy to discuss eliminating this. Would like to see what you propose.**
11. Are there current existing annual contracts for repeat events? If yes, can we get a list of them by date, attendance, and estimated revenue? **Contracts are negotiated and generated year to year with no annual repeating agreements currently in place.**
12. Are there any existing vendor contracts or leases of equipment that would be mandated for use.... AV, Copiers, Vehicles **No.**
13. Are there preferred university vendors that support conference services currently?
No
14. Website states that there is a fee schedule available Can you please provide this? **This is nothing currently posted online due to yearly change of fees schedules and negotiating of contract needs with external clients.**
15. Who currently handles billing the external groups? **Our in-house CES team invoices all events.**
16. Can you provide the current financial model for the conference center?
17. What spaces are covered under a liquor license? **Wolstein; Viking Public House and waiting to see on the third license for the campus.**
18. Whose responsibility is it to own the liquor license? **Current Food Service provider is responsible**

Maintenance/Housekeeping

1. Please confirm Cyclical Housekeeping.... Carpet Cleaning, Window Cleaning, and general maintenance would be supported by the University departments at no cost to contractor. **Correct, but all cleaning due to a booked event will be passed along to event. For example, additional cleaners needed due to size or lack of clean up post event.**

AV

1. “Responsible for all Student Center (SC) AV and upkeep.” **Correct would work with our IST department if any issues arise.**
2. Does upkeep refer to repair and replace as needed? If yes, what is the value and life expectancy of the current inventory? **Value and the life expectancy is probably a year. This is a critical area in the upcoming year.**
3. Who is responsible for AV and upkeep in the alternate locations (other than Student Center) listed in the RFP? **CES is with the assistance of IST. CES maintains all AV owned**

by CES. If the AV is owned by the classroom or building then it falls on IST classroom support.

Security and safety

1. Once outsourced, would security of events continue to be supported by University Police? **Yes**
2. Are there surcharges applied for after hour or weekend coverage for events? **No. Looking for consistent rates. Only if an event goes over it scheduled times.**
3. If yes, can you please supply that cost per hour. **N/A**

Support Staff

1. Does the current model rely on student work study staff? **Yes**

If yes, please provide the total average labor hours per week by this group of employees and hourly rate. **Movers: 43shifts in a week, 6hrs. per shift=258 hrs. a week.**

258hrs.x\$10=\$2580 a week. Evening Managers: 8shifts a week, 7hrs. per shift=56 hrs. a week. 56hrs.x\$12=\$672 a week

2. If yes, once outsourced, will this university funded labor be able to continue to support the operations within this cost model? Or will Vendor need to reimburse University for this labor? **The budget for part time labor will be given to the 3rd party to continue to use student labor.**
3. Does the University desire that current management of the department retain their positions? **No**
4. What is the current staffing org structure? **Director (job being eliminated) – Rental Coordinator – Crew Leader – Mover (vacant)**
5. What is Kristine's role? **She rents the areas and makes sure the client is happy. Makes sure the contracts are signed and paid. Once the event is booked and contract signed Richard takes over with set-up. Is she to be absorbed into the new providers model? No**
6. Are there any staff available to hire? **Kristine and Richard would be available to be talked with about moving over to the new partner.**

More Questions

1. RFP Page 1 says signature must be "in ink." Page 2 states proposal must be emailed. Is electronic signature acceptable so proposal can be emailed? **Yes**
2. What is Cleveland State University's ideal transition period (timing of the transition from self-operation to outsourced contract) and when (month/year) does the University

anticipate the selected vendor contract to begin for management of Conference and Event Services (CES)? **We will select the successful partner by end of August and Vendor would begin management September 1st.**

3. 3. How is revenue typically tracked for conferences and events booked in academic buildings by CES? For example, does the academic department receive the revenue or the CES budget? **All depends on the event. If it is an external event CES receives the funds. If CES helps to rent it for a student group or an academic event then we only charge cost and CES keeps this too.**
4. Clarify President event responsibilities from the vendor? How many President events per year will the vendor be responsible for? Will vendor responsibilities include off-campus President events? Will vendor be responsible for events at the President's House? **We expect there will be about 8-10 President events per year all on campus. Right now, we don't anticipate the successful partner being responsible for Presidential events at her house.**
5. What are the vendor commencement responsibilities? **All the organization, logistics and coordination with Wolstein and academic units. Registrar is responsible for the grads and academic responsibilities.**