



SERVICES AGREEMENT

DATE: October 25, 2019

CONSULTANT: ENYAE Consulting Group, LLC dba Conference Solutions
1033 SE Main Street, Suite 4
Portland, OR 97214
Phone: 503.244.4294
Email: Jubilee@ConferenceSolutionsInc.com

CLIENT: Northwest Human Resource Management Association (NHRMA)

SIGNER: Chance Brimhall, NHRMA Board of Directors President-Elect
cbrimhall@newerahrsolutions.com

SERVICES AGREEMENT: NHRMA - 64

Recitals:

A. Consultant provides comprehensive organizational and logistical conference and meeting management services (individually each an "Event" and collectively the "Events").

B. Client wishes to avail itself of Consultant's services during the term of this Agreement, and Consultant is willing to offer said services on the terms and conditions as set forth this Agreement.

Agreement:

1. Engagement and Services. Client hereby engages Consultant to provide to and on behalf of Client the services (the "Services") described in each work order (a "Work Order") executed by Client and Consultant and attached to this Agreement. Consultant agrees to provide the Services on the terms and conditions set forth in this Agreement, including without limitation any terms and conditions set forth in each Work Order, and further agrees to use reasonable care, skill and judgment in performing its obligations pursuant to this Agreement. Consultant may engage, in addition to its own employees, subcontractors to provide all or part of the Services. The engagement of such subcontractors by Consultant shall not relieve Consultant of its obligations under this Agreement.

2. Budget.

2.1 Event Budget. Client and Consultant shall use reasonable efforts to, as soon as reasonably possible following execution of a Work Order, agree on an overall budget for each Event (the "Event Budget"). Each Event Budget shall be subject to amendment upon agreement of Client and Consultant.

2.2 Event Costs. Subject to reasonable conformity with the Event Budget (or express written agreement by Client to exceed the Event Budget), Client shall be responsible for all direct and indirect costs and expenses of the Event and any activities or functions associated with, or part of, the Event. Consultant shall be reimbursed for any costs and expenses incurred in connection with performance of the Services as provided in each Work Order. Client shall pay all sales and use taxes payable in connection with the Services.

3. Compensation. Client will pay Consultant a fee for the Services rendered by Consultant pursuant to a Work Order as set forth in such Work Order.

4. Relationship. Consultant's relationship with Client will be that of an independent contractor and nothing in this Agreement should be construed to create a partnership, joint venture, or employer-employee relationship.

5. Confidentiality. All information communicated to Consultant by or on behalf of the Client during the term of this Agreement will be received and maintained in confidence by Consultant and will be used only to provide the Services. No such information may be disclosed by Consultant to any third party, or used for any purpose other than to provide the Services, without the Client's prior written consent. The provisions of this Section 5 will not apply to information or material that (a) is generally available as part of the public domain prior to disclosure by or on behalf of the Client, or becomes so available through no fault of Consultant; or (b) is developed by Consultant or is received by Consultant from a third party (with no breach of any duty owed by the third party to the Client) independent of performing the Services. Consultant will have no right to use the Client's name or marks in any publicly available materials, nor shall it make any written or verbal reference to the Client's name or marks for business development purposes or otherwise, without the Client's prior written consent. Consultant acknowledges that the Client will have no adequate remedy at law if it breaches the terms of this Section 5. In such event, the Client shall have the right, in addition to any rights pursuant to Section 13.3, to obtain in any court of competent jurisdiction, injunctive or other relief to restrain any breach or threatened breach of this Section 5 without delivery of a bond or other security.

6. Work Product. Except as specifically provided in each Work Order, any and all ideas, discoveries, processes, systems, programs, data, know how, works of authorship (whether copyrightable or not), including documents and/or materials, or any other intellectual property right whatsoever, that is made, conceived, discovered, produced or reduced to practice by or for Consultant in relation to a Work Order or Event, shall be the sole and exclusive property of Consultant.

7. **Cancellation.**

7.1 Cancellation of Event. The Client may cancel an Event without cause by written notice delivered to Consultant. If Client cancels an Event, Client shall pay Consultant the cancellation fee set forth in the Work Order. The cancellation fee shall be due to Consultant on the date of cancellation by Client. Client shall remain liable for direct and indirect costs of the cancelled Event or any activities or functions associated with, or part of, the cancelled Event.

7.2 Cancellation Insurance. Consultant may, in Consultant's sole discretion, obtain cancellation insurance with Consultant as named beneficiary. The cost of cancellation insurance shall be considered a direct cost of the Event and shall be paid by Client.

8. **Term and Termination.**

8.1 Term. This Agreement shall commence upon the effective date of the Agreement and continue until terminated in accordance with Section 8.2.

8.2 Termination. The Client may terminate this Agreement with or without cause upon thirty (30) days prior written notice to Consultant. Client or Consultant may terminate this Agreement if the other party fails to cure a breach of this Agreement within thirty (30) days written notice of such breach. All Work Orders shall terminate immediately and without notice upon termination of this Agreement.

8.3 Compensation on Termination. If this Agreement is terminated while Consultant is performing Services pursuant to a Work Order, Consultant will be entitled to compensation (pursuant to the compensation terms of said Work Order) for Services performed through the effective date of termination; provided, however, Consultant must use commercially reasonable efforts to stop work under the said Work Order as soon as possible after receiving notice of termination. Should the Consultant terminate services before contracted work has been performed, Consultant will reassign any contracted commissions to Client's designated planning partner, as allowed by the venue contract.

8.4 Costs. In no case shall termination of this Agreement limit Client's obligations hereunder to pay Event costs and taxes incurred by Consultant prior to the date of termination; provided, however, Consultant must use commercially reasonable efforts to rescind and/or otherwise terminate agreements then in place in relation to any applicable Work Order, in an effort to limit Client's liabilities in such regard.

9. Warranties. Consultant warrants that (a) the Services shall be performed diligently, in a professional and workmanlike manner, (b) the Services shall be performance in compliance with applicable laws and regulations, and (c) it has full power and authority to enter into this Agreement and that it has the right to provide the services in accordance with this Agreement.

10. Indemnification. Each party will indemnify, hold harmless, and defend the other party including its directors, officers and employees (the "Indemnified Parties") from any

and all causes of action, claims, suits, legal proceedings, judgments, settlements, damages, losses, liabilities and costs (including reasonable attorneys' fees and costs) (each a "Claim") arising out of or relating to (a) a party's breach of this Agreement, (b) the conduct of a party's business outside the scope of this Agreement, (c) any willful misconduct, or negligent act or omission, by a party, or (d) personal injury or for unemployment compensation by a party's employees that arises out of or relates to this Agreement, notwithstanding any protections a party might otherwise have under applicable workers' compensation or unemployment insurance law, and each party waives any such protections for purposes of this Section 10.

11. Insurance. Consultant shall maintain (and upon request provide evidence thereof to the Client) insurance necessary to meet its liability obligations under this Agreement and any Work Order, provided that the amounts of coverage shall be no less than that specified for the following types: (a) general and professional liability insurance with combined minimum limits of \$1,000,000 per occurrence and \$3,000,000 aggregate; and (b) statutory workers' compensation insurance in the amount required by the law at the location in which Consultant employees are located. Consultant shall be solely responsible for the payment of all premiums and deductibles under any such policy and shall notify the Client of any material change in the type or the amount of coverage provided under each policy.

12. Limitations, Exclusions and Restrictions.

12.1 No Indirect Damages. Neither party shall be liable to the other for any indirect, consequential or other damages suffered or incurred by any person or entity in connection with this Agreement or a Work Order, including, but limited to, loss of revenues, profits or savings, or for any demands, claims, actions or proceedings against any person or entity.

12.2 Limitation on Liability. The aggregate maximum liability of either party to the other in any case whatsoever, including without limitation in the case of negligence of Consultant, shall be an amount equal to the fees actually paid by Client to Consultant pursuant to the applicable Work Order.

12.3 Special Risk Insurance. Should Consultant in its sole discretion determine that the Event or any related activity or function carries a special liability risk, or at the request of Client, Consultant may arrange a separate general liability insurance policy or policies for the Event or any activities or functions associated with, or part of, the Event, with Consultant and Client as named beneficiaries. The cost of such insurance shall be a direct cost and shall be paid by Client.

13. General Provisions.

13.1 Entire Agreement. This Agreement and its Work Orders are the final, complete, and exclusive agreement of the parties with respect to the subject matter hereof and supersedes and merges all prior discussions between the parties. No modification of or amendment to this Agreement, nor any waiver of any rights under this Agreement, will be effective unless in writing and signed by the party to be charged. In

the event of any conflict between this Agreement and a Work Order, the Work Order shall control.

13.2 Notices. Any notices or other communication required or permitted to be given under this Agreement shall be in writing and shall be either (i) personally delivered, (ii) sent by fax or email transmission, or (iii) mailed by certified mail, return receipt requested, postage prepaid, and addressed to the principal office as set forth in this Agreement. All notices shall be deemed to be given on the earlier of (a) the date actually delivered, (b) the date the fax or email transmission was transmitted and receipt confirmed, or (c) the expiration of the second day after the date of certification of mailing. The addresses to which notices or other communications shall be mailed may be changed from time to time by giving written notice to the other party as provided herein.

13.3 Arbitration. This Agreement shall be governed by the laws of the State of Oregon. Any controversy, dispute, or claim of whatever nature arising out of, in connection with, or in relation to the interpretation, performance or breach of this Agreement, including any claim based on contract, tort, or statute, shall be resolved, at the request of any party to this Agreement, by final and binding arbitration conducted at a location determined by the arbitrator in Portland, Oregon and administered by and in accordance with the then existing Rules of Practice and Procedure of the Arbitration Service of Portland, Inc. The determination of the arbitrator, which it is hereby specifically agreed may include an award of specific performance, but is not limited thereto, shall be binding upon the parties hereto and judgment upon the award rendered may be entered in any court having jurisdiction thereof.

13.4 Severability. In case any one or more of the provisions contained in this Agreement shall, for any reason, be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the other provisions of this Agreement, and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein. If moreover, any one or more of the provisions contained in this Agreement shall for any reason be held to be excessively broad as to duration, geographical scope, activity, or subject, it shall be construed by limiting and reducing it, so as to be enforceable to the extent compatible with the applicable law, as it shall then appear.

13.5 Force Majeure. Except for Client's payment obligations to Consultant, neither party will be deemed to be in breach of this Agreement for any failure or delay in performance caused by reasons beyond each party's reasonable control, or force majeure events, including, but not limited to, strikes, industrial disturbances, shortages of materials, riots, acts of war, terrorism, power failures, fire, earthquakes, or other disasters.

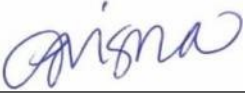
13.6 Signatures. This Agreement may be signed in counterparts. A fax or email transmission of an executed signature page will be considered an original signature page. At the request of a party, the other party will confirm a fax or email transmitted signature page by delivering an original signature page to the requesting party.

13.7 Survival. The following provisions shall survive termination of this Agreement: Section 6, Section 7, Section 8, and Section 9, and Section 10.

IN WITNESS WHEREOF, the Client and Consultant have caused this Services Agreement to be executed by their duly authorized representative effective upon fully-executed Services Agreement.

CONSULTANT:


ENYAE Consulting Group, LLC

By:  _____
Jubilee Vigna

Date: November 4, 2019

CLIENT:

Northwest Human Resource
Management Association (NHRMA)

By:  _____
Chance Brimhall

Date: 11/04//2019



WORK ORDER

Consultant	ENYAE Consulting Group, LLC dba Conference Solutions
Services Agreement	NHRMA – 64
Word Order Number	6420
Work Order Effective Date	Immediately, upon fully-executed Service Agreement and Work Order
Work Order Expiration Date	120 days from last day of the Conference

This Work Order is agreed pursuant to and hereby made a part of the Service Agreement (the “**Agreement**”), by and between the Center for Innovation and Leadership in Education (CENTILE) (the “**Client**”), and the entity listed as “Consultant.” Capitalized terms not otherwise defined herein shall have the same meaning as set forth in the Agreement.

A. “Services.” See Exhibit A - Scope of Work

B. Compensation Terms.

The Client will pay Consultant based on Consultant's performance of all obligations under this Work Order and under the Service Agreement. Consultant will bill for *no more* than the amount specified below unless prior written approval is obtained from an authorized Client representative or a new Work Order is signed prior to work being performed. The cost of performing the Services, not including expenses, will be as follows:

Conference Management Fee	
Fee includes assigned Account Manager, Project Coordinator and Registration Coordinator <i>Reference Exhibit A, Items 1-19, not outlined separately below</i>	\$10,500 per year

Additional Fees	Rate
<p>Registration Coordination</p> <p>This fee applies to all conference registrations including cancellations and complimentary registrations</p> <p><i>Reference Section A, Item 5</i></p>	<p>\$25.25 each (minimum of 75 registrations)</p> <p>\$995 for custom site build-out</p>
<p>Invited Speaker Management</p> <p><i>Reference Section A, Item 10-11</i></p>	<p>0-10 speakers: complimentary 11+ speakers: \$75 each above 10</p>
<p>Accommodations Management</p> <p>This term applies to all hotel contracts</p> <p><i>Reference Section A, Item 4</i></p>	<p>Conference Solutions is a registered travel agent (IATAN) and is eligible to receive a commission paid by the hotel on group occupied rooms, as well as any available meeting planner award points.</p>
<p>Custom eFlyer Management</p> <p><i>Reference Section A, Item 12.3</i></p>	<p>\$175 each or \$195 (with analytic reporting), plus \$0.03 per email</p>
<p>Work Orders – Add-Ons & Extensions</p> <p>Work orders will be issued for non-contacted work and extensions beyond the agreed upon work plan and billed at an hourly rate</p>	<p>\$115 per hour</p>

Consultant agrees to provide a financial statement with invoices to the Client for any amounts owing under this Agreement. Each invoice will contain enough detail to enable the Client to determine the accuracy of the amount(s) billed. The Consultant's payment of each properly submitted and correct invoice will be due thirty (30) days after the Client receives that invoice. Upon approval from the Client, invoices may be paid from the conference income.

Deposit Fees and Payment Schedule

\$5,000.00 to be paid by November 30, 2019
 \$5,000.00 to be paid by January 30, 2020

The balance of the contract is payable 30 days after the conference.

Cancellation

The Client may cancel this agreement without cause by written notice delivered to Consultant. Should such cancellation occur, the following fees, in addition to any prepaid fees and non-reimbursed expenses shall be due to Consultant on the date of cancellation.

Prior to November 30, 2019.....	\$5,000.00
November 30 – February 1, 2020.....	\$10,000.00
After February 1, 2020	Fees as specified in FEES and PAYMENT SCHEDULE

C. Expense Reimbursement Terms.

The Client shall reimburse Consultant at cost for reasonable third-party expenses that are actually incurred by Consultant in its performance of the Services. Consultant shall seek reimbursement of allowable expenses under each invoice, must itemize allowable expenses in reasonable detail and submit original receipts or other documentary evidence to substantiate such expenses. Expenses can be paid from the conference income. Any questions regarding expense reimbursements should be directed to your Client representative.

Following is a list of allowable expenses for which the Client will reimburse Consultant or contracted vendors:

- Travel expenses, including mileage and/or airfare
- Lodging and meals (per day)
- Ground transportation related to client tasks
- Telephone service and equipment charges
- Postage, shipping, mailing, and delivery fees
- Copying services
- Supplies and materials
- Graphic designer, webmaster and other third-party vendor hourly rates
- Printing of materials
- Bank fees/merchant processing fees
- Domain registration and website hosting fees
- Data and record storage

D. Other Provisions.

1. Delivery and Acceptance. The Client will evaluate the delivery of the Services under this Work Order. Unless the Client provides notice of rejection within thirty (30) business days after the Client's receipt of a given deliverable, the deliverable will be deemed accepted. If rejected, Consultant will at Consultant's sole expense promptly correct the Services. If Consultant fails to correct the Services within thirty (30) business days after notice of rejection, the Client may terminate the Work Order and receive a refund of any amounts paid for such Services, except that the Client will in any event pay Consultant the compensation specified in Section B above for any portion of the Services that the Client accepts.

2. Term. This Work Order is effective and will expire 120 days from last date of conference, unless terminated earlier pursuant to the Service Agreement.

3. Work Product: The following shall be the sole and exclusive property of the Client and will be provided upon request in a PDF file or Excel spreadsheet prior to Work Order conclusion:

Data and information collected on behalf of the Client to include:

Registration, attendee and sponsor, data (not sign-up systems)

Committee lists with contact information

Program (session) data (final documents)

Collected speaker information and presentations (names, organization, contact information and presentation details)

Collected sponsor, tradeshow, and advertiser information and logos (names, organization, contact information and benefits)

Ancillary meeting schedule with organizer contact information

Volunteer report (not sign-up systems)

Conference and/or exhibitor evaluation results (compiled)

Publicity materials and purchased stock images (final versions, print and web, as applicable)

Committee minutes

Financial package to include approved budget, post-conference financial statement

Final post-conference weekly report

4. Stipulations.

- a) The Client will designate one key contact person for the conference to whom Consultant will report and who will have the authority to make most conference decisions.
- b) The Client, through its designated key contact, will inform Consultant of any deadlines for which it requires information or reports.
- c) The Client will be responsible for any cancellation fees, penalties or other charges assessed by suppliers involved with the conference.

The parties agree to the terms of the Service Agreement NHRMA-64 and Work Order 6420.

CONSULTANT:

ENYAE Consulting Group, LLC

By: _____

Jubilee Vigna

CLIENT:

Northwest Human Resource Management Association (NHRMA)

By: _____

Chance Brimhall

Date: _____

November 4, 2019

Date: _____

11/04/2019



Exhibit A: Scope of Work for the 2020 NHRMA Annual Student Conference

This document contains proprietary information of Conference Solutions. It is intended solely for the information of parties described herein. Such proprietary information may not be used, reproduced, or disclosed to any other parties for any other purpose without the expressed written permission of Conference Solutions.

The following Scope of Work outlines the role and responsibilities of Conference Solutions in cooperation with the client:

1 Consultative Approach

- 1.1 Collaborate with client and planning committee to support their strategic goals
- 1.2 Identify opportunities for increased relevancy

2 Planning and Production Timelines

2.1 General Planning

- 2.1.1 Identify all planning components and create master work plan
- 2.1.2 Determine critical dates and assign responsibilities with client/committee
- 2.1.3 Produce and update month-by-month work plan for distribution
- 2.1.4 Monitor adherence to work plan
- 2.1.5 Update and add additional tasks as discussed throughout planning

3 Site Selection

3.1 Analysis and Contract Negotiations

- 3.1.1 Research conference history: hotel usage, room rates paid, attendance, agendas, etc.
- 3.1.2 Create agenda outline to include all program elements for Request for Proposal
- 3.1.3 Outline suitable list of requested concessions based on history and preferences
- 3.1.4 Develop list of potential venues or destinations
- 3.1.5 Create detailed Request for Proposal
- 3.1.6 Research resources to assist with site solicitation such as convention bureaus
- 3.1.7 Send Request for Proposal, follow-up with vendors and collect proposals
- 3.1.8 Coordinate with vendors to collect missing information and address proposal concerns
- 3.1.9 Prepare detailed site analysis report

- 3.1.10 Review report with client and help determine best option
- 3.1.11 Negotiate facility contract(s) including government rates, penalties, concessions and amenities
- 3.1.12 Modify boiler plate contract verbiage, as needed
- 3.1.13 Determine feasible deposit schedule
- 3.1.14 Send contract for legal review based at direction of client

4 Accommodations

4.1 Accommodations Management

- 4.1.1 Write detailed description of lodging options for website
- 4.1.2 Work with hotel to review, modify and apply conference graphics to hotel reservation site
- 4.1.3 Work with hotel to make reservation site live and troubleshoot, as needed
- 4.1.4 Monitor group pick-up performance to contract and take allowed room block reductions
- 4.1.5 Research and contract overflow hotels as needed
- 4.1.6 Actively promote contracted hotels to drive group pick-up
- 4.1.7 Manage hotel room issues between attendees and facility both pre-conference and onsite
- 4.1.8 Send weekly report on hotel room usage and monitor client liability
- 4.1.9 Work with hotel to ensure that VIP rooms are protected in the event of late arrival or sold out
- 4.1.10 Review daily no-show reports, follow-up and reinstate VIP rooms, as needed
- 4.1.11 Conduct cross-check of attendee registration list to hotel in-house list to capture rooms reserved outside group block
- 4.1.12 Confirm concessions based on performance and credit to master account, as appropriate

5 Registration Services

5.1 System Design / Development

- 5.1.1 Work with client and planning committee to determine all information to be captured through the Registration Specifications document
- 5.1.2 Confirm registration options and fees
- 5.1.3 Determine anticipated fee exceptions and discounts and establish protocol for managing them
- 5.1.4 Establish pre-registration cut off dates
- 5.1.5 Build and maintain custom online instant registration site for payment by credit card
- 5.1.6 Provide link from conference webpage to registration site
- 5.1.7 Determine information to be included in confirmation letter
- 5.1.8 Send customized confirmations
- 5.1.9 Reconcile all payments and refunds monthly with merchant and bank statements
- 5.1.10 Maintain registration information and payment files for 3 years

5.2 Registration Reporting

- 5.2.1 Define registration reports and create
- 5.2.2 Send weekly registration summaries with historical comparisons

5.3 Complimentary Registration

- 5.3.1 Identify with client/committee attendees who will receive complimentary registrations
- 5.3.2 Create complimentary registration site
- 5.3.3 Email link to recipients
- 5.3.4 Track complimentary registrations
- 5.3.5 Cross check and send reminders to register

5.4 Name Badges and Rosters

- 5.4.1 Format database for roster and name badge printing
- 5.4.2 Design, print, sort and assemble name badges
- 5.4.3 Purchase name badge holders
- 5.4.4 Proof entries for human errors and consistency: abbreviations and spelling
- 5.4.5 Produce Attendee Roster and other reports, as needed

5.5 Registration Packet

- 5.5.1 Determine materials to be included in registration packet
- 5.5.2 Confirm with Chair documents for registration packet
- 5.5.3 Communicate with organizations who are sending literature included in the registration packet
- 5.5.4 Track receipt of registration materials from organizations and vendors
- 5.5.5 Coordinate volunteers or paid staff for assembly of bags/materials or registration setup

5.6 Onsite Registration Management

- 5.6.1 Design registration area and confirm registration setup with facility
- 5.6.2 Determine registration and volunteer staffing needs and create schedule
- 5.6.3 Prepare and provide supplies and equipment (rental fees may apply for equipment)
- 5.6.4 Deliver registration packets and name badges to facility
- 5.6.5 Oversee registration area setup
- 5.6.6 Coordinate registration staffing (labor fees may apply if volunteers are not used)
- 5.6.7 Train temporary registration volunteers or paid staff
- 5.6.8 Oversee check in of pre-registered participants and onsite registrants
- 5.6.9 Produce reports onsite as needed
- 5.6.10 Create onsite registration systems and manage onsite registration

6 Financial Management and Budgeting

- 6.1 Prepare and adhere to client-approved conference budget for each Academy
- 6.2 Track and categorize income and expenses using client-approved chart of accounts

- 6.3 Collect registration and sponsor/grant income (when applicable), and use those funds to make vendor payments on behalf of client
- 6.4 Manage Conference Solutions bookkeeping and account reconciliations using QuickBooks software
- 6.5 Maintain a financial forecast, update at 60-day out and 30-day out mark and provide to client for review
- 6.6 Track grant expenses and provide financial statement of expense allocation
- 6.7 A conference financial statement will be produced and delivered to the client within 90 days of the conference or conclusion of last conference task, whichever is later
- 6.8 Maintain financial files for 3 years

7 Insurance

- 7.1 Determine insurance needs with client
- 7.2 Apply for liability and/or cancellation insurance
- 7.3 Confirm policy with client and purchase

8 Data Management

- 8.1 Build integrated custom database for work plan, agenda, meeting space, registrants, speakers, session chairs/moderators
- 8.2 Maintain data for future year's reference for duration of work order
- 8.3 Provide annual registration data files (upon request – available for duration of work order)

9 Program Development and Agenda Overview

- 9.1 Confirm schedule for preconference workshops, meetings, meals and networking/social events
- 9.2 Maintain an updated agenda
- 9.3 Ensure that contracted facilities meet agenda needs
- 9.4 Assign functions to contracted space with client approval
- 9.5 Determine best placement for events to maximize flow and minimize set changes
- 9.6 Determine room sets with planning committee and confirm suitability

10 Invited Speakers Management – Pre-Conference

- 10.1 Create speaker reports for communication with committee, if requested
- 10.2 Send speaker confirmations and coordinate speaker benefits as directed by the committee
- 10.3 Gather speakers' bios and photos and equipment/AV needs
- 10.4 Collect speaker's presentation overview for publicity

11 Speaker Management – Onsite

- 11.1 Establish process for collection of presentations for online posting
- 11.2 Send preconference email with presentation scheduling reminder and presentation details

- 11.3 Serve as point of contact for speakers' onsite
- 11.4 Process and deliver honorariums to speakers after presentation

12 Marketing

12.1 Plan and Development

- 12.1.1 Establish publicity plan for print, email and web
- 12.1.2 Work with client/committee to create concept for the conference brand
- 12.1.3 Work with artist to design logo/theme for marketing pieces (hourly fees applies for artist)
- 12.1.4 Coordinate with local chapters and state council directors to help with promotional efforts

12.2 Mailing Lists

- 12.2.1 Confirm mailing list source(s)
- 12.2.2 Maintain and update mailing list on an on-going basis

12.3 Custom eFlyers

- 12.3.1 Determine eFlyer campaign with planning committee with assigned send dates
- 12.3.2 Work with designer to create custom graphics (hourly artist rate applies)
- 12.3.3 Upload email lists into electronic email software
- 12.3.4 Maintain clean lists and add new contacts as needed
- 12.3.5 Draft content for eFlyers for planning committee approval
- 12.3.6 Send eFlyers per campaign schedule

12.4 Mobile App

- 12.4.1 Identify client requirements for mobile app platform
- 12.4.2 Research app vendor options and present to client/committee
- 12.4.3 Collect content and format to vendor specifications
- 12.4.4 Proof and test app on various mobile devices
- 12.4.5 Market app on website and conference materials
- 12.4.6 Report analytics of mobile app utilization (based on vendor capabilities)

13 Audio Visual

- 13.1 Confirm rental equipment and labor that will be required
- 13.2 Prepare detailed request for proposal
- 13.3 Identify three vendors and solicit bids
- 13.4 Negotiate with vendors and execute contract
- 13.5 Review and approve equipment orders and labor
- 13.6 Produce and distribute detailed show flows for audio visual technicians for all sessions
- 13.7 Address and manage audiovisual issues that arise onsite, as needed

14 Internet

- 14.1 Determine connectivity requirements
- 14.2 Research internet options for attendees in meeting venues
- 14.3 Confirm internet options with client and market in conference materials

15 Meeting Venue Logistics

- 15.1 Determine specific sets for each room with client/committee
- 15.2 Make recommendations to maximize attendee comfort, sight lines and flow
- 15.3 Communicate setups with venue
- 15.4 Confirm venue event order details
- 15.5 Communicate ongoing changes to venue
- 15.6 Ensure accessibility needs (ADA) are accommodated
- 15.7 Be available to and assist client as needed onsite

16 Food and Beverage

- 16.1 Establish meal and break functions with client/committee
- 16.2 Define budget
- 16.3 Negotiate pricing and contract
- 16.4 Confirm menus and beverages
- 16.5 Arrange for table decorations and other venue décor
- 16.6 Secure entertainment suitable for event, as needed
- 16.7 Arrange to fulfill performance requirements and other requests agreed to in contract
- 16.8 Communicate special dietary needs to facility and kitchen/caterers
- 16.9 Coordinate guarantees and final counts with facility
- 16.10 Pay vendor deposits and final invoice

17 Onsite Management

17.1 Venue Logistics

- 17.1.1 Coordinate and contract all arrangements with conference venues
- 17.1.2 Schedule and conduct pre-conference meeting with facility personnel
- 17.1.3 Confirm accuracy of meeting room sets onsite
- 17.1.4 Ensure deliverables are met
- 17.1.5 Coordinate and oversee all food and beverage events
- 17.1.6 Ensure successful provision of facility services
- 17.1.7 Serve as point of contact for all venue staff in case of emergency/assistance needed with a guest
- 17.1.8 Ensure that accessibility needs (ADA) are accommodated
- 17.1.9 Monitor venue's responsiveness and efficiency in the event of facility issue/failure
- 17.1.10 Arrange for services to address onsite changes and additions
- 17.1.11 Oversee any scheduled set changes onsite
- 17.1.12 Pre-check operation of audiovisual equipment
- 17.1.13 Oversee all offsite events arranged by Conference Solutions

17.2 Printed Signs, Digital Signage and Slides

- 17.2.1 Develop plan for signs and create content
- 17.2.2 Source vendor
- 17.2.3 Place directional and informational signage in strategic locations
- 17.2.4 Work with selected designer to develop signage templates and content

- 17.2.5 Work with venue to determine digital signage, placement, formatting, and update schedule, as available
- 17.2.6 Develop content for conference update slides shown in meeting rooms/areas
- 17.2.7 Monitor accuracy of hotel postings of group events
- 17.2.8 Update information onsite as needed
- 17.2.9 Produce title and housekeeping slides for client approval

18 Volunteer Program and Schedule

- 18.1 Prepare schedule of volunteer work shifts needed for the conference
- 18.2 Write short job descriptions for volunteer activities and benefits outline
- 18.3 Create online volunteer sign-up, if requested
- 18.4 Support committee in their efforts to assign volunteers to work shifts
- 18.5 Communicate with volunteers with confirmation of their assignments
- 18.6 Create volunteer check-in packets (meeting room coordinators/moderators)
- 18.7 Check in and train volunteers onsite and brief them with their job duties

19 Final Report

- 19.1 Produce summary report for the Conference and distribute to client