



NEUAC

Contract for Services

August 1, 2022, through July 31, 2023



We Are MSI

The Hummingbird



Agile. Elegant. Precise.

We move quickly and never cease to amaze. We apply our experience and passion to each customer event. We believe that every successful event is the combination of clear communications, a knowledgeable staff, and onsite execution that is delivered with grace and energy. And like the hummingbird's acrobatic flight, we know how to move and adapt with speed and agility.

Meeting Solutions, Inc.



- Formed in the fall of 1997, **Meeting Solutions, Inc. (MSI)** is proud to be a **100% fully woman-owned business** with a customer base ranging from software and technology companies, venture capital, petrochemical and chemical engineering firms & associations, financial services, consumer goods, and regional trade associations.
- We are 16 employees strong, headquartered in Baltimore, Maryland with employees also located in St. Louis and Washington state. While office hours are 0830 – 1730, Monday – Friday, ET, our staff is available anytime via cell phone or email. We simply adjust our hours accordingly to accommodate all clients with weekly planning syncs held in the respective time zone.
- We have successfully executed over 4,000 events that range in size from small board meetings to virtual events and conferences as large as 20,000 attendees.
- We are highly organized with a proven ability to manage complex projects requiring cross team collaboration under tight deadlines. We are proud to have successfully executed meetings for our customers across the United States, the Middle East, Europe, South America and Asia.

Customer Service Model



We are proud to highlight that 100% of MSI business is repeat or referral business...which is a testament to our outstanding customer service and our team.



Our customer service model is the glue between customer acquisition and customer retention and while any business can say they are customer-focused, MSI has demonstrated this by our roster of key customers, length of these relationships, and the growth of the company.

Communications are key to our success model!

With offices located within the Pacific, Central and Eastern time zones, MSI will provide a dedicated team to support worldwide events – both virtual and in-person. Our attention to customer service is not limited by typical business hours. We also have staff fluent in multiple languages.

Our brand and image rely on the delivery of superior customer service from the start of the planning process to day-of/onsite management and post-event. We are always here for you!



MSI Services



Staffing Methodology

The MSI team shall be fully responsible for ensuring all details run smoothly and as expected from beginning to end! Each of us provides support to one another allowing workloads to be better balanced, limiting room for errors and creating a family that truly owns the event.

Most importantly, this approach provides you as the business owner with the security that regardless of our schedule, you are always able to reach someone on the MSI team that is intimately connected to your event.



Conference Services

- Program and Logistics Management
- Budget Management
- Workback Schedule Management
- Registration Management
- Communications Support
- Speaker Management
- Exhibitor Services



Program and Logistics Management

- Our core competency is our ability to manage complex events where milestones are met on time and on budget.
- You can expect weekly planning calls and regular status updates to ensure we remain on schedule from beginning to end.
- Monitor hotel contract and conference activities to assure compliance.
- Ensure that hotel meets ADA requirements.
- Ensure that all contractual timelines are met.
- Recommend adjustments for room blocks, space, food, etc. and secure overflow hotel when necessary.
- Coordinate the filing of all appropriate documentation with hotel (insurance, tax exemption, vendor permits).
- Plan and coordinate all meeting rooms and function spaces according to the needs of the group and the availability of the hotel.



Program and Logistics Management

- MSI will verify COVID-19 requirements in place on a monthly basis or as conditions change for the NEUAC Annual Conference, LIHEAP Action Day, and other events that are part of this contract.
- MSI will provide NEUAC with updated information on applicable regulations and rules pertaining to event management and health and safety as the organization considers options to protect the health and safety of guests at the events.
- If Virtual/Hybrid option is added to an event, this would impact MSI's hours and efforts needed to conclude that event. Additional fees will need to be charged to manage this change in planning. MSI and NEUAC will discuss this change and needs and MSI will prepare an addendum for this addition.



Logistics Management

Food & Beverage

MSI will:

- Plan and coordinate food and beverage meals for NEUAC events at the hotel or any offsite venue.
- Negotiate food and beverage costs, develop menus in conjunction with conference planning committee and NEUAC staff, coordinate attendee dietary restrictions and ensure meals are available accordingly.



Logistics Management Audio Visual

MSI will:

- Gather audio and visual needs from the speakers and develop a bid process for securing the best-possible pricing for NEUAC events.
- Make recommendations on audio and visual needs to the NEUAC staff to determine a realistic event budget.
- Arrange for all audio and visual needs onsite for events.
- Help determine any hybrid/virtual needs for events and meetings associated with those events with NEUAC.



Budget Management

MSI will assist with budget related logistics.

- Accountable for overall quality of services and logistics management.
- With guidance from NEUAC staff, develop and help to control expenses for the conference budget.
- Advise NEUAC on potential costs and make recommendations for specific line items.
- Negotiate and select items using the lowest and best prices.
- Operate within established conference budgets.
- Promptly notify NEUAC staff regarding potential budget variances of more than 10%.
- Alert NEUAC staff to potential cost overruns before expenses are incurred and advise of alternative options.
- Serve as the primary point of contact at the hotel for meeting room assignments and other billable activities.
- Maintain ongoing communication with the hotel and NEUAC to prepare and troubleshoot with the goal to assure a seamless event.



Workback Schedule Management

MSI will create a workback schedule:

- The true essence of a GREAT event is the workback schedule – the workback schedule is the critical component in the event communication strategy.
- We will ensure all milestones are delivered on schedule.
- MSI will discuss the WBS at each planning meeting.



Registration Management

- MSI will support the NEUAC team with choosing a registration platform and help develop the conference app and onsite registration procedures.
- Monitor registrations/reservations data, anticipate needs for changes in conference plans and work with NEUAC staff to implement changes.
- Coordinate the recruitment of volunteers for the conference and ensure adequate coverage for activities conducted by volunteers.
- Manage registrations for speakers, scholarships, exhibitors, and sponsors. Facilitate onsite registration and related payments and prepare name badges, pins and ribbons.
- Coordinate issues with member/nonmember registrations and collection of additional fees.
- Respond to phone and email inquiries regarding registration using the existing email alias. This email will be responded to within 24 hours if not sooner for any request received during normal business hours.
- Report regularly on attendance data before and after conference.
- Facilitate onsite registration and related payments and prepare name badges and ribbons.



Communications Support

Communications Support under MSI will include:

- Assistance with creation and management of a communication plan.
- Inbox management for questions.
- Any additional pre-event communication to the attendees may be customized and emailed to the attendee at any time using an alias.
- Mailchimp Distribution of Communication message
- Speaker Communications/Scheduling.
- Calendar management for speakers.
- All communication messaging to attendees.
- Post-event communications and surveys.



Speaker Management

MSI will:

- Partner with NEUAC to establish a cadence of meetings, ensuring all deadlines for speakers are clear and final deliverables are met on time.
- Be the single point of contact to ensure all are aligned on logistics to include gathering any PPT decks and other speaker needs.
- Send speaker deliverables and work closely with NEUAC to track and confirm that all communications have desired action items included.
- Track submission of materials and follow-up when deadlines approach or are not met.
- Collect Bios and photos for the registration tool.
- Manage all AV needs to include PowerPoint presentations/other materials.
- Ensure all speakers are registered for the conference.
- Prepare packets for workshops.



Exhibitor Services

Exhibitor support under MSI will include:

- Assist with the management of exhibitors and/or vendors.
- Update exhibitor policies and procedures, designate tables/booths and take all exhibitor requests.
- Facilitate communication with exhibitors once package is sold.
- Provide logistical information for the onsite experience.
- Collect logos, ads, etc., and secure appropriate signage.



Post-Event Follow Up

MSI will prepare post-event reports and lead the debrief process. Together, we can determine methods and procedures that were effective and ineffective, helping us grow and enhance services for the future!

- Wrap Up of Event Analytics
- Survey/Engagement Analysis
- Post-Event Communications Management/Attendee Thank You Emails
- Moderator/Speaker Thank you emails
- Post-Event Mortem and Debrief



Jurisdiction

This Agreement is to be governed by and construed in accordance with the laws of the State of Maryland without reference to any principles of conflicts of laws, which might cause the application of the laws of another state.

Any action instituted by either party arising out of this Agreement will only be brought, tried and resolved in the applicable federal or state courts having jurisdiction in the State of Maryland.

Each party hereby consents to the exclusive personal jurisdiction and venue of the courts, state and federal, having jurisdiction in the state of Maryland.



Indemnity Clause

Each party shall defend indemnity and hold harmless the other Party, including affiliates and each of their officers, directors, shareholders, employees, agents and assigns from and against all Claims of Third Parties, and all associated Losses, to the extent arising out of a Party's negligence or misconduct in performing any of its obligations under this agreement or a material breach by a Party of any of its representations, warranties, covenants or agreements under this agreement.

If either NEUAC or MSI believes that the other party has materially breached any obligations under this agreement, such party shall notify the other in writing. The breaching party shall have 30 days from the receipt of notice to cure the alleged breach and to notify the non-breaching party in writing the cure has been affected. If the breach is not cured within the 30-day period, the non-breaching party shall have the right to terminate the agreement without further notice.



Liability and Insurance

MSI will maintain sufficient insurance coverage to meet obligations created by this agreement. MSI insurance will include the following coverage to the extent of the agreement creates risks generally covered by these insurance policies

- Commercial General Liability Insurance with limits of at least \$2,000,000 per occurrence
- Hired and Non-Hired automobile liability with limits of at least \$2,000,000 per occurrence
- Workers Compensation insurance that satisfies all statutory limits.



Options and Cancellations

This contract must be executed by July 1, 2022, to guarantee MSI availability and to guarantee pricing. Once this agreement is executed, NEUAC and MSI will have the following options available should cancellation be required. Notice of a cancellation must be received in writing.

Termination Without Cause

Without cause, either party may terminate this agreement by giving 30 days prior written notice to the other party of intent to terminate without cause. The parties shall deal with each other in good faith during the 30-day period after any notice of intent to terminate without cause has been given.

Termination With Cause

Either NEUAC or MSI may terminate this agreement if the other party breaches any material term or condition of this agreement and fails to cure such breach within 30 days after receipt of written notice of the same.



Agency Fees



Agency Fees

MSI is exceptionally proud to highlight we offer an agency model for pricing. Our fee is a flat price for all services and responsibilities outlined within. Our flat rate structure is determined by our team based on our estimate of time required and resources.

The pricing outlined in our agreement is your price, guaranteed. There will be no requests for increases for our services at any time during the planning process.

The success of the program is of utmost importance; truly the only thing that matters. MSI is a close-knit team, and we support one another, always.

We are very proud to share we have provided services in this manner for the past 23 years and have always had success for the business owner and our team with this model.



Staffing

The Project Manager will oversee all events for NEUAC and be onsite for management of staff.

MSI will have four dedicated staff for the Annual Conference during the planning stages.

1. Project and Logistics/Exhibits Manager
2. Registration and Housing Manager
3. Speaker Manager
4. Communications Manager

While on-site, we implement the conference plan and use our experience to accommodate the unexpected. A playbook will be created that will outline all relevant tasks, contacts and timelines. The conference playbook is utilized for the team onsite outlining all day-by-day logistics details.

NEUAC will have the support of the MSI team if we need to add more staff on these events. You can check out our team [here](#).

Agency Fees



The MSI total consulting fee is **\$88,000** for services delivered August 1, 2022, through July 31, 2023. Consulting fees offered assumes MSI is the noted agent of record and the recipient of the hotel commission. MSI will receive commission on all hotel room revenues actualized and paid for by an attendee.

Below is the breakdown of fees:

- Site selection and contract negotiation for LIHEAP Action Day (Feb/March 2024) **(\$2000)**
- Pre-planning and board meeting management in San Diego, CA on Sept 26-29, 2022.
- Annual Conference in San Diego on June 6-15, 2023. **(\$81,000)**
- Site selection and contract negotiation process for the 2026 Annual Conference. This includes time both in the office and onsite planning to find an acceptable venue. **(\$5,000)**
- Other meetings or events as needed by NEUAC dependent on prior approval and pricing.

Travel Expenses



Site Visits, Planning Meetings, and Annual Conference

- NEUAC will reimburse documented and approved travel, lodging, and meal expenses for approved MSI staff travel related to the performance of this contract. No reimbursement will be made for expenses not actually incurred.
- Any travel expense for all site visits. All travel expenses will be billed for actual fees for any travel for pre-conference and conference needs within 30 days.
- The pre-planning site visit to San Diego for the Annual Conference for MSI staff. Site inspection travel costs will be billed when incurred and documented.
- 21 Day Advance, economy or coach round-trip airline tickets for 4 MSI staff to San Diego for the Annual Conference.
- Overnight car parking fees at the airport and car mileage reimbursement to and from the airport. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.
- Single room hotel accommodations.
- Internet services in-flight and guest room Wi-Fi in the hotel.
- Daily meals to include breakfast, lunch and dinner not to exceed \$75 per day per person. MSI will not expense any alcohol.

Agency Fees



NEUAC will be invoiced no more than 30 days in advance according to the following schedule. In the event of contract termination with or without cause and regardless of format, previous payments are not refundable to NEUAC, and the balance due will be remitted to MSI.

Service Schedule Milestones	Payment Amount	Payment Date
Event Planning Management	\$3,500	8/31/2022
Event Planning Management and any travel expenses	\$3,500	10/31/2022
Event Planning & Program Management	\$5,000	12/30/2022
Event Planning & Program Management	\$15,000	2/1/2023
Event Planning & Program Management	\$15,000	3/1/2023
Event Planning & Program Management	\$20,000	4/3/2023
Event Planning & Program Management	\$20,000	5/1/2023
Event Planning & Program Management	\$6,000	6/2/2023
Annual Conference Travel Expenses	Final Event Expenses	7/31/2023
Total Cost of Services	\$88,000.00 plus travel expenses	

Signatures



NEUAC	Meeting Solutions, Inc.
Signature:	Signature: <i>Jennifer Whiting</i>
Name: Katrina Metzler	Name: Jennifer Whiting
Title: Executive Director	Title: Executive Director, Client Logistics and Development
Date:	Date:



Thank you for your consideration.
We look forward to working together!