ICSE Conference Management Team Description (Contractor)

Housing Activities

Once the facility contracts have been negotiated and executed, the contractor will become a liaison for activities between the hotel and the ICSE Conference Committee. The contractor will:

1. Manage all activities related to housing by working with the hotel, including monitoring the room block, designating usage of complimentary rooms (working with conference chair)
2. Manage all activities related to setting and maintaining meeting space
3. Coordinate public space usage
4. Prepare written documentation to all hotel and other suppliers for special instructions for on-site needs, room set-up, menus and meeting room guarantees.
5. If necessary, audit room block usage

Operations

The contractor will:

1. Develop a master timetable for implementation of all activities
2. Work with the Chair or Program Chair or designee on the assignment of meeting space for official conference functions
3. Work with Chair or designee on other facility usage (including options for 24/7 room availability, needs for security, etc.), and on hotel concessions
4. Work with the Chair or designee on selection of site for evening function
5. Set up conference office on-site
6. Determine needs and order signage for conference related activities
7. Prepare written communications to the hotel for special instruction for on-site needs, room set ups, menus, guarantees
8. Gather audiovisual needs from Program Chair(s), Tutorial Chair, Workshop Chair, etc., and forward to audiovisual contractor
9. Monitoring conference registration for unforeseen changes in attendance, and adjusting food and beverage service with hotel accordingly
10. Set up and coordinate meetings with outside suppliers as necessary, i.e. caterers, bus company, etc
11. Check that all meeting rooms are set to specifications (set up, audio visual, food and beverage)
12. Work with the exhibit coordinator (or separate Exhibit Management Team) on questions of space, signage, hotel coordination, etc., for the exhibit areas
13. Serve as point of coordination between hotel and subcommittee chairs.

Food and Beverage Functions

The contractor will

1. Work with the Chair or designee on soliciting bids and negotiating final menu selections (breaks, meals and social functions)
2. Work with the Chair or designee on guarantees for all food and beverage events
3. Order all food and beverage

4. Monitor the events, in particular working to have all special food orders (i.e., vegetarian) arrive in as timely a fashion as possible, and collecting information to verify numbers
5. Prepare written communications to the conference venue for special instruction for on-site needs, room set-ups, menus, guarantees
6. Troubleshoot as needed.

Reporting

The contractor will submit monthly progress reports in writing summarizing all of their activities on behalf of ICSE. These reports should be sent to the ICSE Conference Chair.

On-Site Staffing

The contractor will provide sufficient Event Coordinators on-site during the actual program to ensure compliance with all contracted arrangements and services including:

1. Overseeing hotels
2. Overseeing convention facilities
3. Overseeing implementation of specifications
4. Overseeing service
5. Overseeing meeting room set-up
6. Overseeing registration set-up
7. Overseeing exhibit set-up
8. Interact with student volunteer chair to secure student volunteers as appropriate for staffing
9. Train student volunteers as appropriate for various jobs: room monitors, badge checkers

The contractor will work with Conference Chair or designee to provide materials to assist conference attendees in navigating the conference, such as maps of facility, signage, etc.

Post Conference Management Activities

The contractor will provide an evaluation report within 60 days of the end of the conference outlining actual room and banquet usage. This report will include daily occupancy figures during the Conference Period, and a final occupancy report showing the total number of rooms occupied. This report is for the sole purpose of helping ICSE plan for future conferences.

In addition, the report will include “lessons learned” for use of conference leaders, describing conference-specific needs and expectations.