

**Request for Proposals
To Manage/Operate the Conference Center Niagara Falls
Niagara Falls, New York**

Question & Answers

April 18, 2009 – April 29, 2008
(Including Pre-Proposal Meeting)

Q1. Is the stage equipment owned by the CCNF?

A1. Staging is owned by the City of Niagara Falls, but used by CCNF. Supplemental staging may on occasion be brought in. CCNF has enough staging to set up for a 50 by 50 stage.

Q2. Will blueprints/layouts be available?

A2. Yes, in pdf form to be posted on our website or CD by request.

Q3. Is the kitchen and catering equipment owned/leased by the caterer or the State?

A3. All of the kitchen equipment and smallwares have been bought and paid for by the State.

Q4. The 8,000 sq. ft. retail space – was that ever contemplated to be a part of the exhibit hall? Is it structurally possible with the separation wall for it to be a part of the exhibit hall?

A4. Yes, the retail space area was considered to be a part of the exhibit hall. It is possible to open that wall area up. However, doing so would introduce columns within the exhibit space and may not be the highest & best use of the frontage on Old Falls Street.

Q5. Is it possible to ascertain the sales and marketing plan the Center has been utilizing? What markets they are going after to see what has worked and what hasn't worked?

A5. On some level that may be possible, we will need to check with the operator to see what is possible and provide everyone with that information, via email. Please see Answer #28.

Q6. Will a past performance breakdown of social business/corporate business or a utilization report be available?

A6. That will be difficult to provide as software was not purchased for that, but that is on the capital project list for 2008-09. Will work with the operator to see what can be provided. Please see Answer #22. A portion of the above information is available at www.usaniagara.com.

Q7. What is the name of the sales software that the Center is using to run the facility?

A7. A formal sales software program is currently not in use. Software programs in use include: Microsoft Outlook for contact management; Microsoft Word for contracts, proposals & BEO's; Excel for booking pace and tracking; and Visio for graphic room designs. Operations, reporting, and diary management are run on a manual system.

Q8. Are there limitations on what markets you can sell to, since this is a government owned facility?

A8. No.

Q9. Are rates flexible on the use of space?

A9. The rates have been developed by the operator. They are set by the marketplace and there are no encumbrances because this is a State facility.

Q10. Is there a list available on what events are already booked, i.e., events that would require food & beverage?

A10. Yes. There may be a tentative list available. This may be included with the information related to the sales and marketing. Please see Answers #22 & #23. A portion of the above information is available at www.usaniagara.com.

Q11. Are there contractual obligations or issues with the Niagara Tourism & Convention Corp. (NTCC) on bookings?

A11. The NTCC is the owner's representative per the current management agreement on bookings. On the bookings, there is not a formal agreement but a very cooperative relationship with the operator and the NTCC; there are no issues in that area.

Q12. What are the competitive locales that we need to sell against in this area?

A12. It would be expected of the proposer to inform USAN.

Q13. Can you explain the parking situation? Are there any parking revenues collected?

A13. Yes, currently there are three city-owned surface lots within walking distance of the facility. There are about 400 spaces available at the corner of Third & Niagara Streets, adjacent to the Crowne Plaza. The city lot near the Third Street entrance has about 225 spaces. And on the corner of Rainbow Blvd. and First Street, the city lot has about 150. About 750-800 current, city-owned short term spaces available. In addition, the Rainbow Centre Parking Ramp located two blocks away on Niagara Street and Rainbow Blvd has over 1,000 spaces available. USAN also intends to develop a parking structure within the next five years.

The CCNF does not collect any parking revenues. All of the parking revenues are collected by the City. There is a discounted rate for parking spaces negotiated by the City for CCNF visitors.

Q14. Who has jurisdiction State or City fire marshal?

A14. The City Fire Marshal has jurisdiction.

Q15. Who pays for CCNF improvements, the operator or owner? Does that include the running prices for food, etc.

A15. All capital improvements (i.e. greater than \$5,000) are currently paid by the State. All operating expenses are covered by revenues and/or operating subsidy.

Q16. Can you describe the mechanical and building automation systems?

A16. There are four heat recovery units and there are nine rooftop units. Three of the heat recovery units serve the events center, one for the ballroom. The rooftops units control the rest of the building. The energy management system (EMS) is the SIEBE signal system. Software is Invensys. The EMS does not control the lighting system, but all of the rooms have motion detection sensors for lighting.

Q17. Does CCNF use any outside contractors for EMS and mechanical issues?

A17. Yes, outside contractors include Building Controls for EMS and John W. Danforth and Mollenberg-Betz for mechanical issues.

Q18. Is this the building's all original HVAC and software?

A18. Yes.

Q19. Are there any capital or mechanical projects currently scheduled?

A19. No, not at this time.

Q20. Are copies of year end (actual) operating results for the past three (3) years, including complete budget line item detail(s) of convention services revenue and expenses available?

A20. That information will not be available at this stage in the RFP process. As some information may be regarded as trade secrets, USA Niagara will share appropriate information to selected respondents prior to the interview stage.

Q21. Is a copy of the current Fiscal Year Operating Budget available?

A21. Yes, a copy is available at www.usaniagara.com.

Q22. May we have complete Schedule of Events for past three (3) years, current year and if possible, next three years definite and tentative?

- **By specific space**
- **Name of event**
- **Attendance (if applicable)**

A22. A portion of the above information is available at www.usaniagara.com.

Q23. Is a detailed breakdown of the Food and Beverage Budgets for the past three (3) completed fiscal year(s) and for the current fiscal year available? Specifically, we would like a breakdown of:

- **Gross sales, after taxes**
- **Labor expenses**
- **Cost of product (goods sold)**
- **Administrative/overhead costs**
- **Net food and beverage contribution to the Operating Budget**

A23. This information is available for the current year budget (see Answer #21) and is available at www.usaniagara.com.

Q24. Are copies of the current catering menus available?

A24. Yes, a copy is available at www.usaniagara.com.

Q25. Can USA Niagara provide a complete list of all budgeted full-time positions and salaries, including Food & Beverage staff. Please indicate which are filled and which are vacant.

A25. Please see Answer 21. In the current budget you will find categories of employees such as Sales Staff, Management, etc., but not the individual positions and individual salaries.

Q26. Can we have a copy of Sentry's standard rate and fee structure?

A26. Yes, a copy is available at www.usaniagara.com.

Q27. Can we have a copy of Sentry's Management Agreement?

A27. In order to be consistent with previous requests, all requests for copies of the Sentry Management Agreement should be sent in writing per the New York State Freedom of Information Law (FOIL) and sent to the following:

Mr. Antovk Pidedjian
Sr. Counsel
Empire State Development Corp.
633 3rd Avenue, 37th Fl
New York, NY 10017

Q28. Can we have a copy of the Marketing Plan for the Conference Center?

A28. That information will not be available at this stage in the RFP process. As some information may be regarded as trade secrets, USA Niagara will share appropriate information to selected respondents prior to the interview stage.

Q29. Can we obtain “as built” drawings for each of the facilities, i.e, Exhibit Hall, Cascades Room, etc., including the 8,000 sq. ft. unfinished space?

A29. Available floor plan information is available at www.usaniagara.com.

Q30. Are copies of the following documents available?

- Tenant Manual
- User/License Agreement
- Booking & Scheduling Policy
- Union/Labor Agreements and current labor rates
- Sales Kit: Rental Rate & Fee Schedule

A30. The above documents are not necessary at this stage in the RFP process. For fee schedule, please see Answer #26. That information is available at www.usaniagara.com.

Q31. Is Audio Visual, Internet and telephone handled “in-house”?

A31. IT, Audio Visual and Telephone are maintained by a contracted third party who maintains an office and staff at CCNF.

Q32. Is an itemization of current insurance coverages in place (structural, liability, etc) available?

A32. Yes, that information is available at www.usaniagara.com.

Q33. Was the CCNF financed with tax-exempt bonds, and if so, does IRS Regulation 97-13 apply?

A33. CCNF was not financed, or paid for, with the proceeds of tax exempt bonds. New York State Urban Development Corporation corporate cash was the funding source.

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