



ADDENDUM

PROJECT TITLE: Venue Management Services – Saint John Trade and Convention Centre	ADD. NO: 1
RFP NO: 2024-092202P	DATE: February 15, 2024
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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.

Item No. 1

Please note that the closing date/time has been moved to 4:00:00 pm, ADT, Tuesday, March 12, 2024. As such, the deadline for questions has been moved to 4:00:00 pm, AST, Wednesday, February 28, 2024, and the deadline for issuing addenda has been moved to 4:00:00 pm, AST, Wednesday, March 6, 2024.


Item No. 2 - Questions and Answers:

- Q: All systems of the SJTCC have been licensed to the current venue manager (including booking and property management). How will this work?

A: As part of the new agreement, proponents will be expected to obtain necessary systems to operate on behalf of the TCC.
- Q: What is the intent of the management fee? Will the manager burden any of the costs associated with operating?

A: The intent of the management fee is to compensate the venue manager for providing venue management services to the City. The City (and its regional partners) will approve the operating budget of the facility annually.

SIGN AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL


Chris Roberts, SCMP, CPPB
Procurement Manager
Supply Chain Management

Proponent's Signature



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- Q: Is the City's expectation that the manager will have a management team 100% dedicated to the facility? Alternatively is there a shared position allocation option available?
- Q: Is the City's expectation that the SJTCC will have their own hourly employees to service events, or can these be shared with another facility?
- Q: Is the expectation that all operating costs be independent and specific to SJTCC or is a shared allocation between facilities possible? An example is system expenses which would simply result in additional licences instead of an entire new system.

A:

Note: The answer for the above three questions is provided below.

Shared expenses between facilities and/or corporate head office is permitted provided adequate service levels are provided to the TCC. Proponents should indicate in their operations plan and financial projections where they intend to use shared expenses and what allocation of time/expenses they are proposing. Where shared expenses are being proposed, proponents should provide past examples where shared expenses/resources were used successfully. Successful proponents will be required to retain appropriate records for the City to substantiate the allocation of shared expenses if required.

- Q: Is the expectation the employees are the City of Saint John or the managers?

A: Employees are expected to be the managers.

- Q: How much involvement will the City want in the day to day operations and the decisions on pricing and discounting business to acquire?

A: The City's intent is for day-to-day operations, pricing, and discounting to be the responsibility of the venue manager.

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- Q: Is the expectation that SJTCC be under their own contracts for item such as wifi, AV, facility management, etc.?

A: Contracts for required services will be the responsibility of the venue manager. All contracts must be reviewable by the City at their request.

- Q: Will the city continue to independently pay for the shared services with the lessor or will this be part of the financials?

A: The City will continue to bear the costs associated with the lease of the TCC premises. For reference, in the 2022 Audited Financial Statements provided in the Data Room, all “Expenses not paid directly by the Centre” on the income statement will continue to be the responsibility of the City and should not be included in proponent’s financial projections.

- Q: Is the city willing to negotiate a parking deal for attendees as part of this agreement?

A: No.

- Q: Is the management fee expected to be paid annually or monthly?

A: The management fee is agreed to annually. The City will pay the base management fee in monthly installments. Any incentive management fee will be paid annually.

- Q: What is the reporting expectation on the performance of the SJTCC?

A: The venue manager is expected to provide annual business plans, financial reporting, and key performance indicators to the City as well as other reasonable reporting requests of the City and the TCC funders (greater clarity to be provided as part of the management agreement). Proponents are encouraged to propose key performance indicators that align with the City’s objectives for the TCC as part of their proposal.

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- Q: Who is managing the capital projects and deployment? Is the expectations that this be part of the management fee?

A: The venue manager is expected to manage capital projects for the facility. Capital projects should be submitted to the City by the venue manager during the annual budget deliberation as approved by FRSC. The FRSC will approve and fund any capital projects deemed necessary and the venue manager will oversee the deployment of those capital projects.

- Q: What resources is the City providing to the regional associations to promote Saint John and surrounding area?

A: Details regarding investment by Envision Saint John in promoting the Saint John region are provided in the Data Room.

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CONFIRMATION - RECEIPT OF ADDENDUM

**Upon receipt of this document, fax this page to
(506) 658-4742 to confirm receipt of this addendum.**

CONSULTANT'S NAME: _____

ADDRESS: _____

PHONE: _____ FAX: _____

RECEIVER NAME (PRINT) _____

RECEIVER SIGNATURE: _____