



REGISTRATION
CONTROL SYSTEMS

2368 Eastman Avenue, Suite 11
Ventura, CA 93003-7797
805-654-0171 800-235-3332
Fax: 805-654-1676
www.rcsreg.com

REQUEST FOR PROPOSAL

Show Name : _____

BACKGROUND

1.Event producer/sponsor: _____

2.Address: _____

3.Dates: Move-In_____ Show Open: _____ Show Close: _____

4.What are the estimated registration figures for your show? Adv Onsite Total

5.How many exhibiting companies (not booths) are expected? _____

6.Who will be the primary operational contact at the clients office?

Name: _____

Telephone: _____ Fax: _____

Title: _____ Email: _____

7.Who is the primary contact regarding exhibitor services in the clients office?

Name: _____

Telephone: _____ Fax: _____

Title: _____ Email: _____

8.Name any other contacts, which are important to this event:

Name: _____

Telephone: _____ Fax: _____

Title: _____ Email: _____

Company/relationship to client? _____

9.What type of electronic lead retrieval system was used at the last show?

Advance Registration Process

Section A: Receipt of Registration Data

1. Where will the registrants send their forms? (circle appropriate answer)
- | | | | | |
|---------------------------|--------|-----|-------|-------|
| a. Conference | Client | RCS | Other | _____ |
| b. Expo Only | Client | RCS | Other | _____ |
| c. Speakers, Press, Staff | Client | RCS | Other | _____ |
| d. Exhibitors | Client | RCS | Other | _____ |
| e. Other | Client | RCS | Other | _____ |
2. If forms are sent to someone other than the RCS, how will RCS receive the data?
- a. Tape or Diskette in ASCII comma delimited format
- b. Tape or Diskette in an untested format (Format: _____)
- c. Pre-processed Batched Registration Forms
- d. Unprocessed Batched Registration Forms
- e. Other: _____
3. If data is being sent directly to RCS, through what methods will the registrant provide their info?
- a. Mail _____
- b. Fax _____
- c. Web site registration site _____
- d. Telephone registration _____
- e. Other _____
4. If data is being sent through one or all of the above methods, are there limitations as to what registration types can use those methods? (Circle all that apply)
- | | | | | | |
|--------------------|------|-----|---------|-------|-------|
| a. Conference | Mail | Fax | Website | Phone | Other |
| b. Speakers, Press | Mail | Fax | Website | Phone | Other |
| c. Expo Only | Mail | Fax | Website | Phone | Other |
| d. Exhibitors | Mail | Fax | Website | Phone | Other |
| e. Other | Mail | Fax | Website | Phone | Other |
5. If data is being captured using a website, which method is being used?
- a. Registrant will connect to Client's Web Site and use a 'hot link' button to connect to the RCS site
- b. Registrant will connect directly to the RCS Web Site
6. When will the registration forms/data start to arrive at RCS? _____
7. When will the last forms/data transfer arrive? _____

SECTION B: Financial Processing of Forms

1. Who will process payments, balance and process multiple payments during advance registration?
- a. RCS _____ b. Client _____ c. Other _____
2. Will RCS track general payment information on the registration form?
- a. Yes _____ b. No _____ c. Other _____
3. What methods of payment are permitted? (circle all that apply)
- ____ Visa/MC ____ American Express ____ Diners Club ____ Discover
- ____ Cash ____ Purchase Orders ____ Checks Others _____

SECTION C: Programming

1. Will there be auto-calculations programmed on the screens?
- a. Yes _____ b. No _____
2. Will there be events programmed?
- a. Yes _____ b. No _____
3. Will RCS control exhibitor badge allotments in the computer system?
- a. Yes _____ b. No _____

4. Will RCS register people out of another data file which has been supplied by the Client (i.e. membership or exhibitor files)?

- a. Yes b. No

5. When will tests of the data file be sent to RCS to have the programmer assure compatibility?

Date: _____

6. Will the programmer move in fields from the data file?

- a. Yes b. No

7. How often will updates to the data file arrive? _____

Section D: Data Entry

1. Do any or all of these standard edits need to be in place? (circle those that apply)

- a. Last name: (forced entry) Edited to prevent blanks and numbers.
b. First name: (forced entry) Edited to prevent blanks and numbers.
c. Title: Edited to prevent numbers or punctuation.
d. Company: (forced entry) Edited to prevent blanks.
e. Address: (forced entry) Edited to prevent blanks.
f. City: (forced entry) Edited to prevent blanks.
g. State: Valid State or Canadian province only.
h. Country: Valid Country only when State is empty.
i. Zipcode: If domestic must be valid.
j. Phone: Numbers only.
k. Fax: Numbers only.
l. Reg Type: (forced entry) Valid codes only.
m. Demos: (forced entry) Valid codes only.
n. Events: Valid selections only, inventory controlled, fees automatically calculated, accessible to registration types determined by client prior to data entry.
o. Payments: All payment information is edited for forced entry and valid coding.

2. Client criteria for on-line duplicate check is:

- a. Last name + First name + Zipcode.
b. Last name + First name
c. Other: _____

3. Will the spouse/guest be recorded in the record of the primary registrant? _____

SECTION E: Confirmation of Registration

1. Who will confirm registration to registrants?

- a. Client b. RCS

2. What form will confirmations take for the following registration types?

- a. Conference Postcard Detailed Letter Generic Letter email Other
b. Speakers, Press Postcard Detailed Letter Generic Letter email Other
c. Expo Only Postcard Detailed Letter Generic Letter email Other
d. Exhibitors Postcard Detailed Letter Generic Letter email Other
e. Other _____ Postcard Detailed Letter Generic Letter email

Other

3. How will the confirmations be sent?

- a. Domestic Fax Broadcast Mail email
b. International Fax Broadcast Mail email

4.If a detailed, personalized confirmation is being used as the method to confirm, does it confirm the following?

- a.Events & Tickets
 - b.Payment Information
 - c.Guest Registrants
 - d.Exhibiting Company personnel names
 - e.Booth Allotment
 - f.Demographic Information
 - g.General Name, Address, and Phone Information
 - h.Other _____
-
-

5.If confirmations are being mailed, will RCS insert any brochures, notices, or coupons?

- a. Yes
- b. No
- c.

Other _____

SECTION F: Rejection Letters

1.Will a rejection screen be programmed?

- a. Yes
- b. No

2.If using a rejection screen, indicate what type of reasons is cause for rejection of registration.

- a.Unable to clearly read registration form
- b.Blank badges cannot be issued. Need the names of registrants.
- c.No payment information provided with registration.
- d.Credit card could not be authorized by the number provided.
- e.Incomplete demographic information provided.
- f.Invalid credit card expiration date.
- g.Invalid form of payment.
- h.Foreign check not acceptable.
- i.Purchase orders not acceptable.
- j.Membership could not be verified.
- k.Other: _____

SECTION G: Customer Service

1.What situations will RCS be expected to deal with over the telephone?

- a.Register individuals with valid credit card payments.
- b.Register individuals entitled to free registration
- c.Resolve financial discrepancies
- d.Clarify information or resolve other discrepancies on the form
- e.Correct misspellings
- f.Substitute people
- g.Substitute Events
- h.Purchase of additional events or upgrade their registration
- i.Other: _____

2.What type of telephone line will the Client be using?

- a.RCS standard customer service telephone number
- b.800 number
- c.Dedicated line

SECTION H: Reporting

1.Will RCS provide financial reports during the advance registration process

- a. Yes
- b. No

2.Will RCS provide a basic list of registrants?

- a. Yes
- b. No

If yes, how often? _____

- f. Other _____
8. Will advance registrants be verified onsite?
 a. Yes b. No c. Other _____

SECTION J: Tickets/Events

1. Will the RCS system track educational or social sessions?
 a. Yes b. No
2. How many events are limited by space? _____
3. How many events will be monitored with tickets produced from the RCS system? _____
4. How many events will be monitored with tickets provided by Client (flat printed) _____
5. On average, how many tickets will each registrant receive? _____
6. Are there limitations as to who can receive tickets?
 a. Yes b. No
7. If yes, which of the following can receive tickets?
 a. Conference
 b. Speakers, Press, Staff
 c. Expo Only
 d. Exhibitors
 e. Other _____

SECTION K: Supplies

1. Which of the following supplies are required for the event?(circle all that apply)
- | | |
|-------------------------------|---------------|
| a. RCS Badge | (Date: _____) |
| b. Letterhead | (Date: _____) |
| c. #10 Window envelopes | (Date: _____) |
| d. #10 Non-Window envelopes | (Date: _____) |
| e. Other envelopes | (Date: _____) |
| f. Postcards | (Date: _____) |
| g. Badge Mailer | (Date: _____) |
| h. Inserts printed by RCS | (Date: _____) |
| i. Inserts provided by Client | (Date: _____) |
| j. Badge Holders | (Date: _____) |
| k. Ribbons | (Date: _____) |
| l. Neckcords | (Date: _____) |
| m. Tickets | (Date: _____) |
| n. Other _____ | (Date: _____) |

SECTION L: Collation/ Mailing of Advance Registration Materials

1. If advance domestic materials are being collated and mailed, how many inserts will be sent? _____
2. If advance international materials are being collated and mailed, how many inserts will be sent? _____
3. Will RCS offer special handling services to registrants at a nominal fee (FedEx)?
 a. Yes b. No c. Other _____
4. Which of the following items are included in advance registration materials? (circle all that apply & indicate who is to receive them)
- | | | | | |
|-------------------------------|-------|---------------|-----------|-----------|
| a. Badge: | Conf | Speaker/Press | Expo Only | Exhibitor |
| b. Badge Mailer: | Conf | Speaker/Press | Expo Only | Exhibitor |
| c. Confirmation: | Conf | Speaker/Press | Expo Only | Exhibitor |
| d. Ribbon | Conf | Speaker/Press | Expo Only | Exhibitor |
| e. Inserts (type of inserts): | _____ | | | |
| | Conf | Speaker/Press | Expo Only | Exhibitor |

SECTION M: Data in Client's Office

1. Will RCS make the data available to the Client in one or more of the following formats?
 - a. Connection via Internet
 - b. Email of data daily
 - c. Email of data weekly
 - d. Diskette of information daily
 - e. Diskette of information weekly
 - f. Other _____

2. Will the Client be able to enter registrations in their office
 - a. Yes
 - b. No

SECTION N: Late Form Management

1. How will forms that arrive after the advance registration deadline have their badges handled?
 - a. Entered and receive confirmation telling them to pick up electronic will call onsite badge.
 - b. Entered and receive confirmation telling them to pick up a packet onsite.
 - c. Taken onsite, entered, and stored in the system for pick up.
 - d. Taken onsite, entered, and a packet made for pick up.

2. Are forms that are entered after the advance registration deadline charged the advance or onsite price?
 - a. Advance
 - b. Onsite

ONSITE SERVICES

SECTION A: Onsite Registration Area

1. What facility will the event take place in? _____ City: _____

2. Will RCS register people in more than one location? _____

3. If yes, how many areas? _____

4. Will there be more than 300 feet between any terminals/computers provided by RCS? _____

SECTION B: Onsite Schedule

1. The first date and time that RCS will open for each registration category is as follows:
 - a. Conference _____
 - b. Speakers, Press _____
 - c. Expo Only _____
 - d. Exhibitors _____
 - e. Others _____

2. RCS will begin training temporary personnel onsite on _____ at _____ am/pm

3. The exhibit hall will open on _____ at _____ am/pm and close on _____ at _____ am/pm.

4. Registration will close for the last time on _____ at _____ am/pm.

5. Educational sessions will begin on _____ and end on _____.

-
-
-

SECTION C: Equipment Requirements

1.RCS will provide the following number of data entry stations:

- a.Conference advance reg _____
- b.Conference onsite reg _____
- c.Expo Only advance reg _____
- d.Expo Only onsite reg _____
- e.Exhibitor advance reg _____
- f.Exhibitor onsite reg _____
- g.Speaker/Press reg _____
- h.Badge correction _____
- i.Other _____
- j.Self Registration _____

2.Will RCS's equipment be shipped complimentary, through Client's preferred carrier?

- a. Yes
- b. No

SECTION D: Onsite Reporting

1.Will RCS provide financial reports during the onsite process?

- a. Yes
- b. No

2.How often will RCS provide a count of registrants?

- a.Within one hour of the close of business each day.
- b.Once at noon and then within the close of business each day.
- c.Other _____

3.Will the count of registrants also display verified vs. no-show?

- a. Yes
- b. No

4.How often will RCS provide statistics (non-financial)?

- a.Within one hour of the close of business each day.
- b.Once at noon and then within the close of business each day.
- c.Other _____

5.What other reports will RCS produce onsite?

EXHIBITOR SERVICES

SECTION A: Marketing Plan

1.What methods of marketing are planned on for this event?(circle all that apply)

- a.Kit Piece
- b.Broadcast Fax
- c.Flyer Mailing
- d.Flyer Onsite
- e.Outbound Phone Calls
- f.Other _____

2.When does the kit piece have to be to the decorators? _____

SECTION B: Data Sales

1.Does Client want RCS to market attendance database to ONLY show exhibitors?

- a. Yes
- b. No

2.What formats can RCS offer the data in to exhibitors?

- a. Diskette
- c. Labels

b. List

d. Other _____

3. Does Client have to pre-approve data sales orders?

a. Yes

b. No

4. List any additional limitations to data sales _____

5. Does the client want to share revenue for the amount of data sales order we generate?

a. Yes

b. No

If yes, How much: _____

POST SHOW SERVICES

SECTION A: Reporting

1. Final reports are due to the client by _____.

2. What type of clean up to show data is RCS responsible for prior to production of post show reports?

a. None

b. Duplicates removed

c. Incomplete address

d. Test records

e. Other _____

2. Which of the following reports will be provided to the client post show?

a. Daily and hourly registration onsite count

b. Daily and hourly registration onsite verification count

c. State and Country count

d. Source code count

e. Demographics Analysis

f. Final registration count by advance, onsite, and total

g. Lead Analysis report

h. Final Financial report of total dollars

i. Diskette of data

j. Email transfer of data

k. List of all onsite registrants

l. List of all attendees

m. List of all exhibitors

n. Other _____

NOTES: Any additional information that is not outlined in this summary

INTERACTIVE SERVICES

SECTION A: Ancillary Services

1. Which of the following services will RCS provide (circle all that apply)?
- a. CEU Tracking
 - b. Product Locator
 - c. Session Locator
 - d. Message Center
 - e. Survey Station
 - f. Associate Locator
 - g. Prize Stations
 - h. Foreign Buyer System
 - i. Other

SECTION B: CEU Tracking

1. How many events will be monitored/controlled with the RCS badge? _____
2. How many lead retrieval units will be provided to monitor educational sessions or events?
- a. hand held _____
 - b. stationary units _____
3. How will the information being gathered be given to the client? (circle all that apply)
- a. Diskette
 - b. List
 - c. Certificates
 - d. Reports
 - e. Other _____

SECTION C: Product Locator

1. How many stations will RCS provide? _____
2. How will the information being gathered be given to the client? (circle all that apply)
- a. Diskette
 - b. List
 - c. Certificates
 - d. Other _____

SECTION D: Session Locator

1. How many stations will RCS provide? _____
2. How will the information being gathered be given to the client? (circle all that apply)
- a. Diskette
 - b. List
 - c. Certificates
 - d. Other _____

SECTION E: Message Center

1. How many message retrieval stations does RCS expect to provide? _____
2. How many message-input stations does RCS expect to provide? _____
3. Will the registrant enter the message or a temporary staff person?
- a. Registrant
 - b. Temporary Staff
4. Will RCS give the registrants the ability to print messages? _____

