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NIH POLICY MANUAL

1363 – NIH Division of Events Management Services

Release Date: February 1, 2004

Issuing Office: ORS / DEMS (301) 496-4700

DRAFT

1. **Explanation of Material Transmitted:** This chapter is being revised to reflect changes in the guidelines and procedures for the services provided by the Division of Events Management Services (DEMS) otherwise known as NIH Events Management, a service provided by the Office of Research Services (ORS). NIH Events Management provides conference services and multimedia services.

2. **Filing Instructions:**

Remove: NIH Manual 1363 dated 5/15/95

Insert: NIH Manual Chapter 1363 dated: _____

3. **Distribution:** NIH Manual Mailing Keys F-401 and F-402

PLEASE NOTE: For information on:

- Content of this chapter, contact the issuing office listed above.
- On-line information, enter this URL: <http://www1.od.nih.gov/oma/manualchapters/>
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Plain Language: We try to write clearly. If you can suggest how to improve the clarity of this information, please call (301) 496-2832 or email <mailto:manuals@od.nih.gov>.

A. **What is the Purpose of This Chapter?**

This chapter provides a description of the procedures and guidelines about use of the NIH conference facilities and multimedia services that serve the NIH Institutes and Centers (IC's) to conduct meetings and events as they relate to their mission. In addition, this chapter will also describe program and user responsibilities, reservation and applicable priority procedures, and the program funding methodology.

Events Management offers comprehensive, best-cost, integrated, event management solutions including proactive event planning, multi-media technology capabilities, convenient meeting solutions, and customized logistics services. We assist our clients in quantifying their event planning and funding requirements, and educate them on potential options as well as their respective costs. By teaming with our customers, we

build trust and a sense of partnership in the delivery of our events management services.

B. What Type of Services Does This Chapter Cover?

For a detailed listing of the conference rooms, description of the functional capabilities of each room, the procedure for reserving the rooms, and the fees that apply to using NIH conference space, please go to:

<http://www.nih.gov/od/ors/dirs/mapb/conference.htm>.

All NIH conference facilities, with a capacity of 50 persons or greater, are centrally managed by NIH Events Management.

NIH Events Management Services are also available for certain NIH events to be held in non-NIH leased facilities.

1. Conference Services Available:

- a. Provide event planning and meeting support services.
- b. Schedule use of facilities and event support resources.
- c. Process event approval requests as related to “NIH Conditions for Access and Security.”
- d. Coordinate with NIH Division of Public Safety personnel for special access and logistics.
- e. Process requests for approval for exemptions to alcohol consumption guidelines.
- f. Provide audiovisual presentation support services.
- g. Design, engineer, and install multimedia equipment and systems.
- h. Determine, evaluate, and design multimedia system requirements for IC meeting space.
- i. Coordinate with vendors associated with NIH Events Management to coordinate the set up and break down of events, i.e. exhibitions, stage, lighting, caterers.
- j. Meet, greet, coordinate all events, and operate concierge desk at the Natcher Conference Center, Bldg. 45.

2. Multimedia Services Available:

Multimedia is the combination of various presentation media such as text, sound, graphics, animation, and video to enhance the communication process.

NIH Multimedia services are available in the DC / MD / NOVA Metro area at commercial facilities and public locales for NIH-related use.

- a. Captioning – open and closed.
- b. Consultation
- c. Coordinate cable programs, video conferencing, and web casting.

- d. Digitizing
- e. Duplication, transfer, and transcription services: formats available: Beta, DVD, MPEG, VHS.
- f. Editing
- g. HDTV
- h. Lighting
- i. Media tracking
- j. Narration
- k. NIH studio, patient, and surgical video taping
- l. Preproduction planning
- m. Produce commercials, documentaries, news releases, training videos etc
- n. Producing, directing, technical directing
- o. Provide archiving and media relations services.
- p. Provide audio distribution, video distribution and teleport operations
- q. Provide satellite, fiber optic, microwave, and CCTV.
- r. Scriptwriting
- s. Set design
- t. Story boards

(Review benefit of publishing these spaces as part of this chapter in view of ORS charging a fee and IC not doing so for using conference space)

C. What Other References are Relevant to this Chapter?

All outdoor activities on the NIH campus need to be coordinated through NIH Events Management

“Conditions for Access to and Use of NIH Facilities for Group Functions, Activities, and Special Events,” describes the NIH policy on the appropriate use of NIH facilities for group functions, activities and special events under a graduated set of “Threat Conditions” as defined by the Homeland Security Advisory System. This includes review for approval of any NIH outdoor events.

<http://www.nih.gov/od/ors/security/accesstonihfacilities11009.doc>.

While IC-specific conference rooms, with a capacity of 50 persons or less, are not managed NIH Events Management, the “Conditions for Access to and Use of NIH Facilities for Group Functions, Activities, and Special Events” apply to these events also.

The NIH Policy Manual 26101-20-1 "Occasional Use of NIH Controlled Facilities by the Public," establishes the responsibility for use of conference space for occasional use by the Public. <http://www1.od.nih.gov/oma/manualchapters/acquisitions/26101-20-1/>

The NIH Policy Manual 1160-1 “Entertainment,” contains revised policies and procedures as they pertain to the use of gift funds and appropriated funds for entertainment related activities.

<http://www1.od.nih.gov/oma/manualchapters/management/1160-1/>

The NIH Policy Manual 1130 “Delegation Of Authority,” describes the approval process required for the sale, use, or consumption of alcoholic beverages for occasions held on NIH property in conjunction with official entertaining.

<http://www3.od.nih.gov/oma/manualchapters/delegations/genadm/genad31/>

The NIH Policy Manual 2204 “Reasonable Accommodation,” describes the policies and guidance for the application of reasonable accommodations for the employment of people with disabilities and the retention of employees who develop a disability condition while employed at the NIH.

<http://www1.od.nih.gov/oma/manualchapters/management/2204/>

D. What Are the Responsibilities for the Provision and Use NIH Event Management Services?

1. Management and Operational Responsibilities Include:

NIH Events Management is responsible for the management and operation of the NIH conference facilities and outdoor events.

- a. Manage the scheduling, setup, and maintenance of the NIH conference facilities.
- b. Issue and revise procedures and guidelines about the use of NIH conference facilities.
- c. Evaluate the need for increase or decrease of conference space based on utilization.
- d. Plan and execute improvements in space and services based on user input.
- e. Provide an array of multi-media services in conjunction with the video production services to facilitate the communication, recording, and dissemination of event content.
- f. Coordinate where applicable the approval process based on the “*Conditions for Access to and Use of NIH Facilities*” policy.
- g. Assess program funding needs and develop and set a yearly fee-for-service schedule to recoup program cost.
- h. Maintain a fee collection system as determined by ORS.
- i. Ensure caterers selected by the meeting planners have the appropriate license and liability insurance when offering services at events.
- j. Ensure that events and functions are reviewed for compliance with the

“Conditions for Access to and Use of NIH Facilities for Group Functions, Activities, and Special Events,” which entails gathering info regarding the purpose of the event, identifying the user group and restrictions that may apply, submitting the request for approval/disapproval if restrictions merit to do so.

- k. Provide NIH Police events schedules to enable them to provide the appropriate security coverage at the right place at the right time.

2. NIH Institute and Center (IC) Responsibilities Include:

The IC staff is responsible to provide the pertinent information regarding a requested event so the events management staff can determine the appropriate use of NIH conference facilities as established in the document **“Conditions for Access to and Use of NIH Facilities for Group Functions, Activities, and Special Events.”** That document outlines the restrictions on use of facilities for group functions, activities, and special events by user group and security alert levels. Specific information needed:

- a. IC - NIH Institute or Center Paying for event
- b. IC Office, Division or Center.
- c. Client information: The client is the IC representative authorized obligate funds
- d. Payment method (CAN, X number for Video services, or credit card number if payee is a non-NIH entity)
- e. Contact information: Person or company coordinating the event. (Information will be part of the database); if non-NIH provide proper organizational identification and funding method.
- f. Attendee total and composition number of NIH employees/number of non-NIH employees.
- g. Name of event and identification within appropriate priority
- h. Authorization to reserve space and services if conditions of Priority 6 apply
- i. Preferred location, date, and time needed for the event.
- j. Reasonable accommodation services such as assistive listening devices, captioning, computer-aided real-time translation (CART) services, and sign language interpreting services etc.
- k. Supplemental services requirements, if needed.

3. Additional IC Responsibilities Include:

- a. Upon the receipt of the NIH Events Management status report, IC clients must review and approve the reservation and fees reply by replying via email. If the client’s reply is not received within 48 hours of the status report send date, the reservation may be cancelled.
- b. Request approval of outdoor events, vendor show / exhibition

- c. If food and beverages are to be offered at events in the NIH conference facilities, select pre-approved caterers that have copies of their license and liability insurance on file with NIH Events Management (inquire when making reservations).
- d. Ensure no alcoholic beverages are offered and imbibed, unless written approval has been obtained from the Associate Director for Research Services, ORS – contact NIH Events Management for memorandum sample.
- e. Use NIH conference space whenever available and adequate for the meeting/event requirements in order to reduce travel and lodging expenditure and conservation of energy. *If it is determined that MI 26101 – 17 – 1 should not be rescinded, insert another reference to it here.*
- f. Ensure compliance with all federal regulations regarding use of appropriated funds for gifts, food, entertainment, alcohol, etc

E. Definitions

- 1. **After-Hour Event** – An event occurring after 6:00 PM in Building 45, Natcher Conference Center; after 5:00 PM in all other buildings Monday through Friday, weekends, and holidays.
- 2. **Audio Conference Calling** – Conferencing with one or more parties via special amplification phone equipment.
- 3. **Basic Conference Services** – Services included in the fee-for-service room rates.
- 4. **Broadcast** – One-way distribution of video and audio signals to many locations utilizing NIH distribution vehicles.
- 5. **CAN** – Is the term used for Common Account Number to which fees for using conference space and services will be charged to the IC.
- 6. **Client** – NIH IC program official authorized to obligate funds for services that result in a fee. A contractor employee cannot be a client.
- 7. **Contact** – IC meeting planner (Government employee or IC conference management contractor) who reserves and plans events in NIH conference facilities.
- 8. **Definitions and Classification of User Groups** – A detailed description is listed at the following website:
<http://www.nih.gov/od/ors/security/accesstonihfacilities11009.doc>.
- 9. **Event** – an administrative, educational, scientific, or public affairs activity that

has a NIH affiliation, occurs at NIH, and is related to the mission of NIH.

10. **IC Conference Space** – Space controlled by a NIH IC with a capacity of less than 50 people.
11. **NIH Conference Facilities** – Conference space and services available on-campus and off-campus, which are centrally-managed by NIH Events Management.
12. **Non-Government Conference Space** – Commercially available conference space, i.e. hotels and conference centers. IC may procure conference services from commercial sources if suitable NIH conference space is not available.
13. **Project Number** – An identification number assigned to a project consisting of more than one work order; i.e. council meeting, scientific board review, recurring meeting, single day or multi-day conference, employee or community – related events.
14. **Rental Equipment** – Equipment that may be rented through the NIH Events Management Section or directly from an outside vendor.
15. **Sponsor** – IC representative who sponsors an NIH mission-related event but requires that the company (other Federal Government agency, professional association, vendors, non-profit organizations, etc.) will assume responsibility for payment of all applicable fees including cancellation fees.
16. **Supplemental Services** – Services that are not included in the Basic Conference Services.
17. **Video Conferencing** – Two-way video and audio transmission over IP and phone lines with one or more parties using the appropriate equipment certified by the NIH video bridge.
18. **Web Cast** – Transmission of video and audio via intra and Internet. Captioning is automatically included with this service
19. **Work Order Number** – A number assigned to any activity using conference services and / or multimedia services.

F. How Will the IC Pay for the Use of Conference Services and Multimedia Services?

Conference services are under the NIH fee-for-service model. NIH Events Management uses a resource management system that tracks all clients reservations, equipment, services, and fees by IC and next organizational level below IC. The reservations are organized by work order numbers.

The Billing Process

IC clients are billed for the conference services and multimedia services through the central accounting system (CAS) on a monthly basis.

Authorized events / meetings for Special Interest Groups (SIG) events and trans-NIH activities are funded by the NIH Office of the Director.

Fees for authorized NIH mission or mission-related events reserved by non-NIH federal government entities are collected through an interagency agreement (IAA).

G. What Services Are Offered for a Fee?

NIH Events Management fees apply to conference services and multimedia services listed in the rate schedule which is located at the NIH Events Management website: <http://www.nih.gov/od/ors/dirs/mapb/conference.htm>.

1. Fees for Basic Conference Services include the meeting space and sound enforcement equipment (large rooms only).
2. Fees for Multimedia Services apply to video production that consists of but is not limited to: captioning, editing, producing, tape duplication, video teleconferencing, web casting, etc.
3. Fees for Supplemental Services apply to staffing for events outside regular hours of operation, dedicated audiovisual support, meeting planning etc.

H. What Cancellation Fees Apply?

The purpose of applying cancellation fees is to optimize space availability to the NIH community. Cancellations must be e-mailed to NIHeventsmgt@mail.nih.gov. E-mail date and time will be used to determine applicable cancellation fees.

Please refer to the current cancellation plan at the following website: <http://www.nih.gov/od/ors/dirs/mapb/cancelpolicy.htm>.

I. What Priorities Apply for Reservation of NIH Conference Services?

The reservation of NIH conference space is subject to the following priorities listed in descending order of importance. **Only the Office of the Director, NIH, has the authority to displace a scheduled event.** However, an emergency shut down of conference space, may also result in displacing events. Every effort will be made to accommodate the displaced event in another NIH conference facility.

Priority 1: The Director, NIH, and reservations made through the NIH, Office of the Director for the HHS Secretary and equivalent, or other higher Federal Government officials.

Priority 2: IC Advisory Councils and Boards of Scientific Counselors

Meeting Periods for Councils and Boards are as follows:

- a. Last week of January through first week of March;
- b. May through June; and
- c. September through November

The ICs are advised to reserve space for these meetings two years in advance at the beginning of each calendar year. The procedure for reserving council space will be reviewed and updated with IC Committee Managers. The meetings are limited to conference rooms in Building 31/6C, Natcher Conference Center (Building 45), and the Neuroscience Conference Center (6001 Executive Boulevard).

Priority 3: IC-Sponsored Mission or Mission-Related Events

- a. International, national, and regional conferences and symposia may be reserved by the IC up to three years in advance outside the reserved time frames for the events of priority 2.
- b. Periodic events (weekly, bi-weekly, monthly, etc.) may be scheduled for up to two years in advance following completion of reservations for events of priority 2.
- c. Non-periodic events may be scheduled for up to one year in advance.

Priority 4: NIH Affiliate & NIH Auxiliary-Sponsored Events

- a. Foundation for Advanced Education in the Sciences (FAES) events are examples of NIH Affiliates-Sponsored Events.
- b. Recreation and Welfare (R&W) events are examples of NIH Auxiliary-Sponsored Events.

NIH Events Management reserves the right to move events of all categories, if such moves result in a more efficient use of NIH conference space and/or more suitable room arrangements for higher priority meetings than the one affected by such rescheduling efforts. NIH Events Management will immediately advise affected parties of changes.

For applicable restrictions on use of facilities for group functions, activities, and special events see <http://www.nih.gov/od/ors/security>.

J. Special Use Privileges

Building 1 is a restricted use building; the use of conference room 151 is exclusively assigned to the NIH Director and a few authorized recurring Office of the Director meetings. The use of Wilson Hall is limited to NIH/OD and IC/OD – sponsored events.

Building 45, Natcher Conference Center, under **Priority 4** use, occupants of the Natcher Building will be given priority consideration for Conference Room F.

In **Research Facilities** such as Buildings 10, 40, 49, and 50 priority use of NIH conference rooms will be given to events that concern scientific research.

K. Scheduling and Use of Space and Services

The NIH conference space and services are always in high demand. Therefore, reservations should be made at the earliest possible time; however, within the limitations defined for each priority category.

1. Reservation Procedure

NIH Events Management uses an online resource scheduler in order to reserve space, equipment, personnel, and services at all NIH conference facilities. Meeting planners may call (301) 496-9966, use the NIH Events Management email address: <mailto:nihevntsmgt@mail.nih.gov>, and / or use the Events Management / Conference Services website: <http://www.nih.gov/od/ors/dirs/mapb/websch.htm> to request a reservation.

Whichever tool is chosen, the requestor should provide the following information in Section D, item 2.

Upon determining availability of a suitable space, NIH Events Management will immediately reserve that space and issue a project number and / or work order number to the meeting planner. A status report will be e-mailed or faxed to the meeting planner within two working days. NIH Events Management will hold tentative event dates for a maximum of five working days before canceling them. See IC additional responsibilities in Section D3.

Meeting planners must request reservation for re-occurring meetings to NIH Event Management via e-mail.

NIH Events Management staff will initiate logistics planning of events with the meeting planner at the time of making reservation and continue with periodic follow up until completion of event upon receipt of IC client approval.

2. Reservation Reminder Notification

A reminder will be emailed to the client / contact before cancellation fees apply except for the less than 24-hour cancellation. This action ensures that the NIH

conference facilities and the meeting planners will be ready for the event. The meeting planners must send an e-mail message to: NIH Events Management when canceling an event and the date of e-mail cancellation will determine if a cancellation fee will be charged.

3. Posting of Event Schedules

At a minimum NIH Events Management will post daily event schedules at the entrance(s) of each NIH conference facility. If you do not want your event information posted please inform the conference coordinator when you make your reservation. If you wish to post the event on the NIH Event Calendar, you may do so by using the link to <http://calendar.nih.gov/cgi-bin/calendar> .

4. Availability of NIH Conference Facilities Tours

NIH Events Management will conduct site tours and planning meetings for IC meeting planners, IC conference management contractors, and non-NIH Government officials who are involved in the planning and management of symposia, conferences, exhibitions, and large meetings. Make appointments with the staff in the conference facility considered by calling (301) 496-9966. Tours are conducted at non-peak times during normal business hours from Monday to Friday.

5. NIH Events Management Protocol and Services

The NIH conference facilities are designed to accommodate a wide spectrum of event and presentation requirements. Please review the room matrix, catering information, and hours of operation at this website:

<http://www.nih.gov/od/ors/dirs/mapb/locale.htm>

NIH Events Management provides water and cups for conference and classroom style events, but not for theater style arrangements. Additional services such as making copies (maximum 100 pages per event), sending faxes, LAN connections and/or guest logon stations are available in the conference centers of Buildings 31/6C, 45, Neuroscience, and EPN.

At each conference facility, staff will take messages and distribute them to patrons. Staff will make available to patrons information about local lodging, public transportation, parking, etc.

6. Refreshment Breaks and Catering

At the time of the event planning, NIH Events Management staff and or caterer will work with the meeting planner to decide approximate times for refreshment and lunch breaks. The dining centers on-campus and off-campus are primarily designed for use by NIH employees. However, careful planning of each event's

refreshment and lunch breaks will contribute to the patrons' and the building occupants' satisfaction. See the related links below.

<http://www1.od.nih.gov/oma/manualchapters/management/1160-1/>
<http://www.nih.gov/od/ors/dss/special/catering.htm> - request

NIH Events Management coordinates the logistics of catered food in reserved rooms and areas with the meeting planner and any of the NIH Events Management approved caterers. *Insert Link to NIH EM approved Caterer listing*

- a. Caterers need to be approved
- b. Caterers need to coordinate with NIH
- c. Caterers are required to bring their own tables and linens
- d. After the event caterers are required to remove the tables, linens, and clean up area afterwards

Food and Beverages **are not** allowed in the following rooms:

- a. Building 10 –Masur Auditorium and Lipsett Ampitheater
- b. Building 45 – Natcher Main Auditorium, Balconies, and Rooms D, H & J.

Food and Beverage **are** available in:

- a. Pre-function Areas
- b. Selected Conference Rooms (Please inquire at time of Reservation)
- c. In most of the facilities, refreshments can be bought at nearby concession stands / dining centers and vending machines. For more information visit the following website:
<http://www.nih.gov/od/ors/dss/special/food.htm>

7. Multimedia Capabilities

The basic services and presentation aids available are described in Section G. NIH Events Management makes constant improvements to the multi-media capabilities in the various conference facilities. See the following website for specific multimedia service capabilities:

<http://www.nih.gov/od/ors/dirs/mapb/locale.htm>

Please make sure to discuss your needs regarding presentation, recording, web casting, broadcasting, etc at the time of making the reservation. Based on the complexity of the requirements, the scheduler will refer you to a producer.

8. Dedicated NIH Events Management Staff

As part of the basic fees, professional Event Management staff are available to

assist lecturers and presenters for pre-meeting instruction in the use of the presentation equipment. Additional staff may be requested for a fee.

9. Safety and Security in NIH Conference Space

Access to the NIH conference facilities is governed by the “Condition for Access to and Use of NIH Facilities for Group Functions, Activities, and Special Events”. Please go to website <http://www.nih.gov/od/ors/security> for more instructions. Any after-hour events require prior approval.

In Building 1, no after-hour events will be permitted unless requested by the NIH Office of the Director.

On a case-by-case basis, the NIH Police will determine the need for additional police and security personnel for after-hour events. The cost may be charged to the IC hosting the event. This also applies to events occurring during regular hours with more than 50 non-NIH participants.

NOTE: The NIH Events Management staff does not assume responsibility for items left unattended or left behind by participants. Items found will be tagged and kept in a safe place for 30-calendar days before donating them to a Clinical Center charity. Upon realization of having lost an item at an event, the patron should, if possible, immediately check personally or call the appropriate conference facility.

10. Directions and Parking

The NIH does not provide parking for NIH conference facilities. Event participants are strongly encouraged to use public transportation. There is limited paid parking available. Public transportation options including the NIH campus shuttle are available to reach the NIH campus and Medical Center Metro station.

http://des.od.nih.gov/eweb/NIHShuttle/scripts/new_shuttle_map_live.asp

<http://www.wmata.com/>.

<http://montgomerycountymd.gov/content/dpwt/transit/default.asp>

The NIH Visitor and Security website provides current information for directions to NIH buildings, campus access and exit routes and times, as well as any pertinent security alerts. <http://www.nih.gov/about/visitorsecurity.htm>

The meeting planners are responsible for informing event participants about directions to NIH and off-campus buildings, access to the NIH facilities and parking limitations.