

Request for Quotation – Event First Aid and Paramedical Services

Request:

Destination NSW is seeking an itemised all-inclusive rate-card for the provision of **Event First Aid and Paramedical Services** for Vivid Sydney 2020, with an option for Vivid Sydney 2021 (option to be exercised at Destination NSW discretion).

About Destination NSW and Vivid Sydney:

Destination NSW is the lead NSW Government agency for the New South Wales (NSW) tourism and major events sectors. Our role is to market Sydney and NSW as one of the world's premier tourism and major events destinations; to secure major sporting and cultural events; to work in partnership with Business Events Sydney to win major international conventions and incentive travel reward programs; to develop and deliver initiatives that will drive visitor growth throughout the state; and to achieve the NSW Government's target to triple overnight visitor expenditure by 2030.

Vivid Sydney (the 'Event'), the largest festival of light, music and ideas in the Southern Hemisphere and the largest event in Australia, is owned, managed and produced by Destination NSW. Vivid Sydney has been integral in cementing Sydney's position as the creative capital of the Asia-Pacific and, instrumental in driving visitation to Sydney and stimulating the city's visitor economy.

Vivid Sydney features the world's best creative industry forums, a mesmerising free public exhibition of outdoor lighting sculptures and projections, a cutting edge contemporary music program and the spectacular lighting of Sydney's iconic buildings and other Sydney precincts.

Timeline:

Deadline for receipt of clarification requests	10:00am, Wednesday 4 December 2019 (AEST – Sydney Time)
RFQ closing date	10:00am, Monday 9 December 2019 (AEST – Sydney Time)
Successful contractor notified	Week commencing 9 December 2019
Unsuccessful contractor(s) notified	Week Commencing 16 December 2019
Commencement of Contract	February 2020 (TBC)

Selection Criteria:

Criteria	Weighting (%)
Value for money	30%
Demonstrated experience, reliability and successful delivery in providing similar services for large-scale, multi-day major events across multiple precincts.	25%
Demonstrated experience in safe service delivery and, in the development of comprehensive and compliant first aid and paramedical management and response plans.	20%
Demonstrated capacity to deliver the specifications, resources and services within the timeframes required, key considerations and general items outlined in Annexure A.	10%
Human resource capacity including qualifications, skills, experience and proposed extent of the respondent's key personnel involvement including sub-contractors.	10%
Compliance with this Request for Quotation.	5%
TOTAL	100%

What Destination NSW requires:

Destination NSW requires an itemised quotation which addresses the items in Annexure A, i.e. Specification of Services, Key Considerations and General Items. Attention should also be directed towards the Selection Criteria.

Respondents must ensure they respond to the Request for Quotation. Respondents are required to detail their experience and outline their approach to each of the requirements outlined in this Specification of Services including:

1. A breakdown of the proposed resource allocation for each precinct mentioned below, including human resource skills and qualifications for each requirement. Where a variable requirement exists, an itemised rate card should be supplied. A broken down Quotation for Bump in, Event Period and Bump out by zone mentioned below.
2. A timeline and project plan indicating when each requirement will be delivered and/or finalised.
3. A written response outlining your project methodology, with a focus on how you will ensure that project requirements are delivered within the proposed timeline and budget. This should include details of expenditure minimisation and reconciliation strategy.
4. Details on proposed quality assurance processes to ensure that all requirements are delivered to an exceptionally high standard.
5. Details of any contingency or assumptions.

6. Details on flexibility of hours regarding cancellation penalties and timeframes, changes to shift times and shift duration cut off times.

Destination NSW may opt not to engage with the successful Contractor on specific elements of this request for quotation due to ongoing operational variations.

Clarification of Requests for Quotes:

If you require clarification on the above request, please contact only via email:
 Brad Gander – Event Operations Manager, Vivid Sydney
brad.gander@dnsw.com.au

Please note that any clarification will be given to the other goods/service providers that have been offered the opportunity to provide a quote.

Lodgement Details:

Please email your application, quotation and supporting documentation to:
 Neville D’Costa – Director, Procurement & Legal
neville.dcosta@dnsw.com.au

ANNEXURE A

SPECIFICATION OF SERVICES

The Vivid Sydney **Event First Aid and Paramedical Response service provider** will work collaboratively with Destination NSW’s Director, Event Development – Arts, Lifestyle & Entertainment, Vivid Sydney Event Operations Manager, relevant Vivid Sydney team members, State Government Agencies and relevant third parties; to effectively develop, review, endorse, publish and execute the delivery of a coordinated Medical Response Management Plan across all Destination NSW produced Vivid Sydney precincts.

The Specification of Services required aims to integrate the planning, documentation and delivery of **Event First Aid and Paramedical Response** operations conducted for Vivid Sydney throughout the Event and its nominated activated locations, allowing Destination NSW, its contractors, and third-parties to effectively manage the risk profile, risk register, risk mitigation strategies and emergency response.

The Specification of Services is a “Concept-of-Operations” approach. Vivid Sydney’s Concept-of-Operations includes (but is not limited to) a:

- a) Strategic Risk Management Framework (‘SRMF’), to which all contractor plans must align;
- b) Medical Management Plan (‘MMP’), including a Targeted Risk Assessment and Risk Register of which is sought under this RFQ; and
- c) A tiered ‘Level-of-Operations’, for personnel and infrastructure resource response to the delivery of all operational functions. The ‘Level-of-Operations’ is determined relative to

anticipated visitor numbers, differs across any given day of the week throughout the Event, and is structured as follows:

- Level 1** - Smaller attendance (Monday to Thursday, excluding the Monday of the long weekend). Applicable road closure timing historically 18:00 to 00:00; approx. Under 90,000 in attendance - normal weeknights.
- Level 2** - Moderate attendance (Friday and Sunday nights, as well as Monday nights on public holidays). Applicable road closure timing historically 18:00 to 00:00 on Fridays, 17:00 to 00:00 on Sundays and Mondays; 90,000 to 140,000 in attendance - Normal Friday & Sunday nights.
- Level 3** - High attendance (Saturday nights excluding the Saturday of the long weekend). Applicable road closure timing historically 17:00 to 00:00; 140,000 to 230,000 in attendance - Saturday nights.
- Level 4** - Very high Attendance (First Saturday and Saturday / Sunday of the Queen's Birthday long weekend). Applicable road closure timing historically 17:00 to 00:00; 140,000 to 230,000 in attendance – First Saturday, Saturday and Sunday of the long weekend.

Key Timeline:

Event Delivery and Completion (To be confirmed) :

- a) 8 May 2020 – Bump In commences (approximate and subject to confirmation).
- b) 18-22 May 2020 – Event previews (exact timings differ across sites).
- c) 22 May-13 June 2020 – Vivid Sydney (dates subject to confirmation).
- d) 19 June 2020 – Bump Out concludes (approximate and subject to confirmation).

Respondents are required to detail their proposed project timeline indicating when each requirement of the Specification of Service will be delivered and/or finalised. It should note these key meetings particularly:

- Event Risk, Security, Crowd and Emergency Management Working Group, 5 February, 4 March, 1 April 6 May 2020
- Inter-Agency Risk Exercise, 28 April 2020

Key Locations:

For the purpose of 2020, the following zones have been included:

- Zone 1: The Rocks (including Hickson Road Reserve and Dawes Point) & West Circular Quay
- Zone 2: CBD North, Circular Quay, East Circular Quay & Sydney Opera House
- Zone 3: Royal Botanic Garden Sydney
- Zone 4: Darling Harbour
- Zone 5: Hickson Road Compound

Particular Exclusion:

Third-party Precincts are responsible for their own consultation with infrastructure supplier/s in development and implementation of their site requirements. Sponsorship Activations will be treated as a separate component and billed separately.

The First Aid and Paramedical Response service provider is required to:

- Provide an appropriate workforce, any infrastructure and systems required for the delivery of First Aid and Medical Response services based on the tiered 'Level-of-Operations'.
- Propose an operational resource and staffing structure to cover the locations detailed herein.
- Research and develop the relevant, tailored Event information, including but not limited to operating procedures, schedules and maps.
- Manage and facilitate all relevant/required training of First Aid and Paramedical Response workforce, including but not limited to pre-Event training and Event day briefings.
- Provide and sustainably dispose of all necessary first aid materials, supplies, medications and equipment (used or unused) taking into account any contingencies.
- Schedule/Roster the Medical Response workforce throughout the Event period including breaks and replacements.
- Manage and facilitate all aspects of Human Resources including but not limited to daily operational roll-out, daily briefings, site inductions, accreditation, uniforms, WHS standards and catering/beverage requirements. For the avoidance of doubt, catering/beverage requirements are not supplied by Destination NSW.
- Contracting of all First Aid and Paramedic workforce. For the avoidance of doubt, this is not on behalf of Destination NSW. Such staff must have necessary accreditation and qualifications and such information must be provided to Destination NSW.
- Collaborate with Water Rescue provider on handover of patient to First Aid and Paramedical Response personnel.
- Facilitate personnel sign on and off procedures.
- Work with Destination NSW's radio system. Radio's to be provided by Destination NSW.
- Contribute to and ensure service delivery is compliant with the Event Command, Control, Communications and Coordination (C4) structure, operational and emergency management plans and procedures for and during the Event. This includes reporting to the Vivid Sydney Event Operations Centre and/or Government Coordination Centre during the Event; as well as the Event Organiser every hour and/or as required.
- Provide a daily report outlining any operational issues and matters.
- Provide a detailed incident report and injury register, for every operational response; in line with requirements set out in any relevant WHS or Work Cover legislation, Standard or Code of Practice and Destination NSW's event policies and procedures.
- Provide an overarching casualty data report no later than ten (10) working days after the completion of the Event.
- Propose an approach to First Aid and Paramedical resourcing and operational requirements to ensure adequate cover for staff, volunteers, contractors, suppliers and attendees across the Destination NSW produced Vivid Sydney 2020 locations

Estimated Hours of Operation:

Bump in: 8 May – 21 May 2020 (approximate and subject to change)

Zone 1: The Rocks (including Hickson Road Reserve and Dawes Point) & West Circular Quay

Estimated 6am – 12am 14 Days (one day off)

4 Nights overnight Works 12am – 6am

Zone 2: CBD North, Circular Quay, East Circular Quay & Sydney Opera House

Estimated 6am – 12am 14 Days (one day off)

4 Nights overnight Works 12am – 6am

Zone 3: Royal Botanic Garden Sydney

Estimated 6am – 6pm 14 Days (one day off)

4 Nights overnight Works 12am – 6am

Zone 4: Darling Harbour

Estimated 6am – 12am 14 Days (one day off)

6 Nights overnight Works 12am – 6am

Zone 5: Hickson Road Compound (Medical Support covered by Zone 2)

Estimated 6am – 12am 14 Days (one day off)

Event: 22 May-13 June 2020 – Vivid Sydney (dates subject to confirmation).

Level 1: Monday - Thursdays

Event Coordination Centre (ECC): 3pm – 12am

Government Coordination Centre (GCC): Closed

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Level 2A: Friday's

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Level 2B: Sunday's not including the Queen's Birthday Long Weekend

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Level 3: Saturday's not including first Saturday and Queen's Birthday Long Weekend

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Level 4: First Saturday, Saturday and Sunday Queen's birthday Long Weekend

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Bump Out: 14 June – 19 June 2020 (approximate and subject to change)

Zone 1: The Rocks (including Hickson Road Reserve and Dawes Point) & West Circular Quay

Estimated 6am – 10pm 6 Days

2 Nights overnight Works 10pm – 6am

Zone 2: CBD North, Circular Quay, East Circular Quay & Sydney Opera House

Estimated 6am – 10pm 6 Days

2 Nights overnight Works 10pm – 6am

Zone 3: Royal Botanic Garden Sydney

Estimated 6am – 6pm 6 Days

Zone 4: Darling Harbour

Estimated 6am – 10pm 6 Days

4 Nights overnight Works 10pm – 6am

Zone 5: Hickson Road Compound (Medical Support covered by Zone 2)

Estimated 6am – 10pm 6 Days

The MMP must include the minimum requirements:

- One (1) representative in the Event Coordination Centre during operational hours on Level 1, Level 2, Level 3 and Level 4 operational nights
- One (1) representative in the Government Coordination Centre during operational hours on Level 2-4 operational nights.
 - o At least (1) field commander located in the footprint of Vivid Sydney Zone's 1 – 3 on all operational nights.
 - o At least one (1) mobile response unit (Medical Stretcher Buggy) with the ability to respond to incidents throughout the Vivid Light Walk. Taking into account that the Event footprint will be significantly impacted by large crowds, pedestrian barriers and hostile vehicle mitigation infrastructure.
 - o All relevant mobile and static staff to provide adequate coverage for the expected attendance and activities in each of the Event Zones.

Other Requirements:

In responding to all stakeholder objectives and requirements, the contractor should expect to:

- Be in attendance at all requested planning and preparatory meetings, including a bi-weekly progress meeting with the Event Operations Manager and Vivid Sydney team members.
- Any other duties commensurate with the delivery of First Aid and Medical Response services at a world-class event of this scale.

GENERAL ITEMS

- The service provider must provide appropriate public liability insurance noting Destination NSW as an Interested Party. Minimum \$20 million
- The service provider must provide appropriate professional liability insurance. Minimum \$10 million
- The service provider must provide appropriate workers compensation insurance – as required by law
- The service provider must adhere to all relevant laws and regulations, including the Australian Modern Slavery Act.
- The service provider must provide an Australian Business Number or Australian Company Number. Contractor/s must have qualifications, licencing and accreditations relevant to undertake the works detailed herein. Copies to be provided to Destination NSW.

KEY CONSIDERATIONS

The successful service provider will be required to enter into a Contract of Engagement with Destination NSW which includes, but is not limited to the following terms:

- Ownership of all intellectual property (including copyright) in any project material will vest in and/or be assigned to Destination NSW on a royalty free, for use worldwide, free of charge in perpetuity basis. The service provider will agree to execute all documents and do all things required for the purposes of giving effect to this. The project material once assigned will be used by Destination NSW, tourism trade stakeholders, media and the NSW Government
- Abiding by a suppliers code of conduct as issued by the NSW Government
- Termination Clause, Destination NSW may at any time terminate the contract without cause and for any reason by giving 30 days' notice in writing to the service provider, such termination being effective upon expiration of the 30 day period. Destination NSW is not liable for any payments to the service provider beyond the 30 day notice period, and such amount will be received by the service provider in full satisfaction and discharge of any claims of any nature whatsoever in connection with this contract. Destination NSW would not be liable for any further/pro-rata payments
- If the service provider does not perform the services required, the service provider is not entitled to receive any further payments and must if so required by notice in writing to the service provider by Destination NSW, repay to Destination NSW all payments made under this contract or such part of the payments as so demanded by Destination NSW with respect to expenses already incurred and services rendered to date and must make such repayment within 7 days of the date of such demand by Destination NSW or within such longer period as specified by Destination NSW.
- The successful service provider will be required to provide all relevant accreditation, licenses and qualifications.
- The terms and conditions and deliverables of this request for quotation apply to any sub-contractor/s engaged to assist in the delivery of this project. All proposed sub-contractor/s

must be approved in writing by Destination NSW prior to engagement.

- All case studies and public presentations require the prior written approval of Destination NSW.
- Ownership of all intellectual property (including copyright) in any project material will vest in and/or be assigned to Destination NSW on a royalty free, for use worldwide, free of charge in perpetuity basis. The service provider agrees to execute all documents and do all things required for the purposes of giving effect to this. The project material once assigned will be used by Destination NSW, tourism trade stakeholders, media and the NSW Government.

DESTINATION NSW WILL PROVIDE

- A limited number of Event Radios and accessories as agreed by Destination NSW.
- Footprint/grid map of the Vivid Sydney precincts.
- Destination NSW will provide 1 x 6m x 2.4m Site Shed in the Royal Botanic Garden Sydney, 1 x 6m x 2.4m Site Shed in the Circular Quay area and 1 x 6m x 2.4m Site Shed in Darling Harbour. The First Aid and Paramedical Services provider is to supply all internal requirements for such a facility within their quotation.
- Parking is not included in public domain spaces. Limited parking may be available in designated work sites.