

Request for Quotation - Program Coordinator, Ideas & Music - Vivid Sydney 2021 & 2022

Request:

Destination NSW is seeking applications and itemised quotations for the provision of **Program Coordinator, Vivid Sydney Ideas and Music** services for Vivid Sydney 2021 with an option for Vivid Sydney 2022 (at Destination NSW discretion).

Please Note: this is not a position of employment but a contract for the supply of services. Quotes will be accepted from either single applicants or entities.

About Destination NSW:

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 the year 2030.

Vivid Sydney, 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.

Timeline:

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| Deadline for receipt of clarification requests | 10:00am on Monday 5 April 2021 (Sydney Time) |
| RFQ closing date | 5:00pm on Monday 12 April 2021 (Sydney Time) |
| Interviews | Week commencing 19 April 2021 |
| Successful contractor notified | Week commencing 26 April 2021 |
| Unsuccessful contractor(s) notified | Week commencing 26 April 2021 |
| Commencement of Contract | As negotiated with successful applicant |

Selection criteria:

Evaluation of all received proposals will be based on the following criteria:

| Criteria | Weighting (%) |
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| Value for money | 25% |
| Relevant tertiary qualification(s) and a minimum of three (3) years' experience in event management and operations including demonstrated understanding of the creative and technical requirements of multi-day events and festivals. | 20% |
| Demonstrated experience and knowledge of ticketing systems and box office operations | 10% |

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| Demonstrated understanding of entertainment and creative industries and experience working with a wide range of stakeholders including venues, artists, cultural/education institutions, and volunteers. | 10% |
| Proven project and time management skills, ability to effectively prioritise, meet deadlines and to balance competing priorities in a dynamic and high profile work environment. Strong written and verbal communication skills and experience maintaining relationships, including with customers and the public. | 20% |
| Excellent administrative and project management skills, proficiency with Microsoft Office and experience with CRM systems (especially Salesforce) and CMS / website management systems. | 10% |
| Compliance with Request for Quotation | 5% |
| TOTAL | 100% |

What Destination NSW requires:

1. A written response which addresses the Selection Criteria and Specifications of Service outlined in Annexure A
2. An itemised all-inclusive quotation for Period 1 – Vivid Sydney 2021 via provision of a weekly rate (exclusive of GST) but inclusive of all charges, contributions, expenses and other work-related inclusions
3. An itemised all-inclusive quotation for Period 2 – Vivid Sydney 2022 (option at Destination NSW's discretion) via provision of a weekly rate (exclusive of GST) but inclusive of all charges, contributions, expenses and other work-related inclusions
4. Current curriculum vitae including details for two (2) referees.

Clarification of requests for quotes:

If you require clarification on the above request, please click [here](#) to email the Vivid Sydney team. Please note that any clarification will be given to the other goods/service providers that have been offered the opportunity to provide a quote. Clarification Addendums will be posted via the [Work with Us](#) page on the Vivid Sydney website.

Lodgement Details:

Please review the relevant RFP documentation and Terms & Conditions prior to preparing your response.

Your response should answer the specific requirements of the services and address the selection criteria detailed within the RFQ documentation. Answers and supporting documentation will need to be uploaded via the Vivid Sydney Website using the [Apply Now](#) button

ANNEXURE A

Specifications of Service

Vivid Sydney celebrates Sydney as the creative industries capital of the Asia-Pacific with a focus on the hallmarks of creativity, innovation and cutting-edge applications of digital technology.

Vivid Ideas encompasses public talks, Keynote presentations, industry seminars, conferences, workshops, and debates, providing a forum for the creative industries to collaborate, foster business connections and, showcase new ideas. The Vivid Ideas program generally includes:

- **Game Changer Talks Series:** curated by Vivid Ideas, featuring world-leading national and international talent
- **Vivid Ideas Exchange:** A curated program events at Vivid Sydney's managed venue, to be announced. The program consists of third-party events selected via an expression of interest process, sponsor and partner events as well as internally produced events.
- **Third-Party conferences and public events:** Small to Large scale events produced by a number of third-party event owners in various venues in the Sydney CBD and included in the Vivid Ideas program via the Expression of Interest process.
- A program of internally produced talks at the Vivid Ideas Exchange and other venue partners.

Vivid Music Vivid Music includes a cutting-edge contemporary music program with collaborations and performances from local and international acts at various venues across the city. The program includes:

- **X|Celerate:** An incubator program presented in conjunction with City of Sydney, offering grants to small-to-medium music venues to present a program of live music during Vivid Sydney.
- **Third-party music events:** Small to Large scale events produced by a number of third-party event owners in various venues in the Sydney CBD and included in the Vivid Ideas program via and Expression of Interest process.

Please note this role does not include any work involving Vivid Live at the Sydney Opera House

The **Program Coordinator, Vivid Ideas and Music** will report to the Program Manager, Ideas and Music, and Festival Director and support the Ideas and Music Curators in the management and implementation of production, logistics, marketing materials, ticketing and customer service requirements associated with the delivery of each program as part of Vivid Sydney.

Key Accountabilities include but are not limited to:

- Liaising with and assisting third-party event owners in the Vivid Ideas and Music programs (content collection, ticketing / box office assistance, web page updates and managing project timelines).
- Coordinating the delivery of the Vivid Ideas Exchange, in conjunction with third-party event owners and in-house venue management and production.
- Assisting with internally-produced Vivid Ideas / Music events including Game Changer series, New Horizons series and other events yet to be announced
- Assisting and coordination of additional internal events:
 - Vivid Sydney Program Launch
 - Vivid Sydney Lights On event
 - Volunteer's Thank You Function
 - Vivid Ideas / Music Event Owner briefings
- Responding to relevant customer enquiries regarding event information, box office and ticketing assistance

Specific Responsibilities are as follows:

- Assist in the collection of all required program content such as biographies, marketing images, event descriptions, talent information, assets and logos. This includes assisting artists to ensure all material is provided in the required file formats and sizes.
- Manage event owner requirements for the Vivid Ideas Exchange, in conjunction with venue management and in-house production management.
- Event management for Destination NSW internally produced events (Game Changers, New Horizons Series, Vivid Sydney Program Launch, Lights On, Volunteers Thank You Function and other public-facing and internal events).
- Assistance with box office and ticketing for third party events, including onboarding third party event owners into the Vivid Sydney ticketing partner platform, assisting with troubleshooting and general public enquiries.

- Knowledge and assistance in developing and on boarding event owners into the Vivid Sydney Client Relationship Management System (Salesforce), compiling event reports and content.
- Assist with ticketing and event inquiries from event owners and the general public ensuring they are dealt with in an efficient, accurate and timely manner.
- Manage event owner update requests for the Vivid Sydney website, in conjunction with the Vivid Sydney Digital team.
- Contribute to the effective documentation and delivery of communications and notifications to stakeholders regarding the event.
- Maintain meeting agendas and notes across Ideas and Music programs.
- Coordinate the return of all Destination NSW owned and managed assets to storage, including undertaking post-event stocktake and damage reporting.
- Assist in the collection of post event reporting deliverables from third party event owners in conjunction with the Destination NSW Research teams.
- Any other general administrative work as directed by Destination NSW.
- Attendance at Vivid Music and Vivid Ideas events as required throughout the bump in, event period and bump out – 6-28 August 2021 and May - June 2022 (dates TBC)

Roles reporting to this position: None

General Items:

- The Contractor must provide appropriate public liability insurance noting Destination NSW as an Interested Party. Minimum \$20 million
- The Contractor must provide appropriate professional liability insurance. Minimum \$10 million
- The Contractor must provide appropriate workers compensation insurance – as required by law
- The Contractor must ensure they adhere to all relevant laws and regulations applicable to the services, including Australian Modern Slavery legislation.
- Services and equipment must be of the highest quality, guaranteed and fit for purpose
- The Contractor must provide an Australian Business Number or Australian Company Number

Key Considerations:

The successful Contractor 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 Contractor 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
- Indemnifying Destination NSW for all work carried out
- Abiding by a supplier's 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 Contractor, such termination being effective upon expiration of the 30-day period. Destination NSW is not liable for any payments to the Contractor beyond the 30-day notice period, and such amount will be received by the Contractor 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 Contractor does not perform the services required, the Contractor is not entitled to receive any further payments and must if so required by notice in writing to the Contractor 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 contractor will be required to work full-time at the Destination NSW offices, Level 2, 88 Cumberland Street, The Rocks within standard business hours (9am – 5:30pm). Flexibility with work hours will be required, this includes after hours and weekend work. No overtime will be paid or time in lieu provided. Please note: this role will be required to be on site during the event period(s) and will be required to work as part of a rolling roster during the Event (including bump-in, Event and bump-out periods).

Destination NSW will provide the following:

Office facilities to be provided include desk, chair, computer and printing facilities, phone line, internet access and business cards. Parking is not provided however demonstrated work-related travel costs can be reimbursed. A mobile phone is not provided however demonstrated work-related telephone costs can be reimbursed.

Period:

Destination NSW requests two (2) separate and itemised quotations, for the services detailed in this document, for each of the periods outlined below.

Destination NSW may execute an option to renew the agreement for the second period in 2021, based on the successful applicant's submitted quotation, at its discretion, and in consultation with the successful applicant. If this option is exercised, written notice will be provided no later than 60 days after the conclusion of Vivid Sydney 2021.

Please note, there is no obligation for Destination NSW to exercise the option for Vivid Sydney 2022 and all potential applicants must plan accordingly for this. Should a variation in period or supply of services be required, a quote variation will be sought from the successful Contractor

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| <p>Period 1: Vivid Sydney 2021</p> | <p>Start date as negotiated to 17 September 2021 Full time (5 days per week) with flexible working hours, 7 days a week, during Event period.</p> |
| <p>Period 2: Vivid Sydney 2022</p> | <p>1 November 2021 to 8 July 2021 (exact dates to be confirmed) Full time (5 days per week) with flexible working hours, 7 days a week, during Event period.</p> |

Leave:

Destination NSW provides for a set number of days of unpaid leave to be taken (20 days per annum/pro-rata), commensurate with the contracted period and position scope. All leave is to be taken as agreed with the Festival Director. Any unpaid leave not taken by the conclusion of the contracted period will be forfeited.

Destination NSW acknowledges that the successful contractor is not required to work public holidays except those falling within the Event periods.

Destination NSW may also close for the Christmas and New Year period as part of NSW Government arrangements. The Director, Event Development – Arts, Lifestyle & Entertainment will advise of dates accordingly.

Paid recreation leave, public holiday pay, overtime, sick leave and other paid leave entitlements are not payable as this is not a position of employment. Deductions will be made on a pro-rata day basis based on the quoted per weekly rate.