

Request for Quotation – Event Radios and Communication Services

Request:

Destination NSW is seeking an itemised quotation for the provision of **Event Radios and Communication Services** for Vivid Sydney 2021, with an option for Vivid Sydney 2022.

Destination NSW may execute an option to renew the agreement for the second period in 2022, based on the successful supplier's submitted quotation, at its discretion. If this option is exercised, written notice will be provided no later than 60 days after the conclusion of Vivid Sydney 2021 and a new contract executed.

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 service provider.

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 2030 Visitor Economy Strategy targets.

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 talks program.

Timeline:

Deadline for receipt of clarification requests	10:00am, Tuesday 6 April 2021 (AEST – Sydney Time)
RFQ closing date	10:00am, Monday 19 April 2021 (AEST – Sydney Time)
Successful Service Provider notified	Week Commencing 26 April 2021
Unsuccessful Service Provider (s) notified	Week Commencing 26 April 2021
Commencement of Contract	Week Commencing 3 May 2021

Selection Criteria:

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

Criteria	Weighting (%)
Value for Money	30%
Demonstrated experience providing radio network and communication solutions for large-scale, city-wide major events	20%
Demonstrated ability to provide appropriate redundancy equipment and services to ensure guaranteed service delivery throughout the entire Event Operating Period	15%
Demonstrated rapid support capability in response to any technical or service issues, including identification of any service level agreements	15%
Demonstrated capacity to deliver the specifications, resources and services within the timeframes required, key considerations and general items outlined in Annexure A.	15%
Compliance with this Request for Quotation.	5%
TOTAL	100%

What Destination NSW requires now:

Destination NSW requires a Non-Disclosure Agreement to be signed first in order to provide the service provider appropriate information for quoting. Please click [here](#) to email the Vivid Sydney team to request the NDA.

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

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 written response of no more than two (2) pages which addresses the Selection Criteria and Specifications of Services outlined in Annexure A.
2. An itemised quotation based on the requirements listed in Annexure A, including details on flexibility of hours regarding cancellation penalties and timeframes, changes to shift times and shift duration cut off times. Provide a separate quote for 2021 and 2022.
3. A written response outlining your proposed quality assurance processes to ensure that all requirements are delivered to an exceptionally high standard including details of any contingency or assumptions.

4. An overview of your project timeline and project plan indicating when each requirement will be delivered and/or finalised.
5. Copies of your / your company's current Curriculum Vitae including at least two (2) references and copies of any qualifications you hold.

Destination NSW may opt not to engage with the successful Service Provider 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 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.

How to respond to a Request for Quotation (RFQ):

Please review the relevant RFQ documentation, Clarification Addendums, Frequently Asked Questions and Terms & Conditions prior to preparing your response.

Respondents should address the specific requirements of the services and, 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.

Please ensure that you have prepared a separate PDF document for each of your responses to the selection criteria.

NB: This form cannot be saved or changed after submission, please ensure that you check the accuracy of your information prior to submitting.

ANNEXURE A
Scope
<p>The Event commences nightly, with 'Lights On' at 18:00 hours and concludes with 'Lights Off' at 23:00 hours. All operational plans should ensure workforce, infrastructure, systems and resourcing account for any work/s required nightly, before 'Lights On' and after 'Lights Off'.</p> <p>Destination NSW will assign a designated number of radios and accessories to a range of sub-contractors and stakeholders. The Event Radios and Communications Contractor will be responsible for signing out/in the allocated units and accessories to the relevant third parties. Third parties who are assigned radios will be responsible for the safe keeping and timely return of all allocated equipment.</p> <p>The Event Command, Control, Coordination and Communication (C4) structure includes an Event Control Group that integrates the NSW Government Coordination Centre (GCC) alongside NSW Police Operations Centre and Event Control Centre (ECC).</p> <p>A robust and stable radio communications network will be built using portable and fixed infrastructure giving broad coverage across the key locations defined below and propagated across the C4 structure using whichever combination of secured private, commercial and government infrastructure solution the successful supplier proposes.</p>

Key Timeline:

Event Delivery and Completion (To be confirmed):

- 23 July 2021 – Bump In commences (approximate and subject to confirmation)
- 2 – 5 August 2021 – Event previews (exact timings differ across sites)
- 6 August – 28 August 2021 – Vivid Sydney
- 3 September 2021 – Bump Out concludes (approximate and subject to confirmation).

Key Locations:

For Vivid Sydney 2021, the following zones have been included:

- Zone 1: The Rocks & Hickson Rd Reserve
- Zone 2: West Circular Quay & CBD including Event Control Centre (ECC)
- Zone 3: Darling Harbour

Specification of services required

Please provide a detailed breakdown and rate-card pricing for the following equipment including any/all required setup, installation, accessories, licenses, infrastructure, hardware or other necessary associated costs.

Equipment – Portable Radio Fleet (Indicative Numbers):

- Up to 350 digital display radios
- Up to 150 digital non display radios
- Associated accessories such as: surveillance kits, remote speaker mic and spare batteries
- Remote Speaker Microphones
- In-ear surveillance headsets
- Multi-charger units
- Single charger units

Equipment – portable Radios 3rd Party Sites (indicative Numbers):

Each location requires the following x five (5) units:

- One (1) x digital display radio
- One (1) x remote speaker mic
- One (1) x 1-way charger

Equipment – Base ECC (Indicative Numbers):

- Up to 20 x digital base station radio and any other equipment required to facilitate the recording of all channels.
- Up to 30 x ClearCom or similar 12 lever-key panels (or equivalent), interface and other equipment required.
- Up to 10 x ClearCom or similar 24 lever-key panels (or equivalent), interface and other equipment required.
- Single-muff headset for use with ClearCom or similar panels (or equivalent).
- Three (3) x Digital Radios and any required accessories for breakthrough (GOD) functionality across the events network, stationed at three (3) command points.
- Up to four (4) x Wireless belt pack 4-channel system and any required accessories for 2 command locations.

Services – Indicative Requirements:

Internet Services:

- A high-speed, secure internet connection network at the Event Operations Centre to facilitate up to 30 workstations with network capability to printing services. Functioning from the 23 July 2021 through to 5 September 2021.
- A high-speed, secure internet connection network at the Site and Production compound situated on Hickson Road parking bays opposite the Pier One hotel to facilitate up to 15 workstations with network capability to printing services. Functioning from the 23 July 2021 through to 5 September.
- A high Speed, secure internet connection network under the Cahill Expressway to facilitate up to 5 workstations. Functioning from the 23 July 2021 through to 5 September.
- A high Speed, secure internet connection network adjacent to Palm Grove in Darling Harbour to facilitate up to five (5) workstations. Functioning from 23 July 2021 through to 5 September 2021.

All internet connections must include redundancy measures to mitigate the risk of any potential service disruptions or outages.

All internet connections must provide using a hard-wired routing system with secure WIFI capability. All infrastructure required for internet connectivity must be supplied by the service provider with usage charges provided within the rate card and allowance made based on above services.

- Up to four (4) x VOIP Phones must be provided at the ECC, POC and SOH locations. The Phones should have transfer capabilities, line pick, and voicemail capabilities. The telephone numbers for these phones must be provided to Destination NSW one month out from the event so that the numbers can be publicised at Destination NSW discretion.

Networking capability

Destination NSW has access to the Transport Management Centre (TMC) and Place Management NSW (PMNSW) fibre networks with capability to access sites such as Dawes Point, the NSW Police Operations Centre, Sydney Opera House, Darling Harbour and The Rocks control rooms and production spaces through the PMNSW fibre network. Please allow all connectivity with nodes and associated equipment to securely interface between these spaces.

DMBS, Digital Kiosk & CCTV Data Solution

Up to 24 x HD Trailer Digital Message Boards, three (3) x LED Screens and 42 CCTV cameras requiring a 4/5G network solution will be installed across the Vivid Sydney footprint. The requirement for a robust industrial grade modems IP65 rated housing at each location. This can also be a combination of utilising the TMC and PMNSW fibre network throughout the footprint. The network speed for the CCTV camera system must sustain a minimum upload 1.5mbps and internet speed of a minimum upload of 1.5mbps to gain a video quality of 1080p.

Full remote monitoring and control from each site will be from the Event Control Centre location to be confirmed within The Rocks area. All necessary hardware and network charges are to be provided as separate line items within the proposal.

CCTV Camera System

Attached to the above locations will be a series of CCTV cameras which will be a combination of HD fixed cameras and HD PTZ cameras. All Associated rigging and weatherproofing for the CCTV camera system must be included.

Each DMBS Board will require the CCTV cameras to be mounted at estimate of 1.5m from the top of the board, the fixed camera locations on the Cahill Expressway must be have methodology of attachment and taper proof housings approved by the Sydney Harbour Bridge.

Monitoring and Control to be provided at the Event Control Centre with external viewing at the GCC/POC and the Sydney Opera House in a Multiview format utilising the TMC and PMNSW Fibre network. The ECC will require all cameras to be in a Multiview format within three locations with all monitors provider by a third party.

Destination NSW gains access to a number of TMC and PMNSW cameras across the footprint as a mimic view. PMNSW cameras requires control capability in the Event Control Centre and control can only be an accredited control room operator who is provided through DNSW's security provider. Please allow access of cameras and distribution to the Multiview arrangement at the three locations.

Within the Event Control Centre, a switching device is required at the Destination NSW seat to be able to group selected Multiview layout outs as required.

Please refer to annexure a DMBS & CCTV camera locations.

Event Operations Centre Locations Bump In/Bump Out:

The quotation should be based on the understanding that the Vivid Sydney Event Operations Centre will operate from Day 1 of Bump in through to the completion of bump out at times when any activity is taking place on site.

The exact location of the Event Operations Centre will be confirmed with the successful supplier closer to the commencement of bump in for Vivid Sydney 2021.

Event Control Locations Event Period:

Event Control will operate across multiple locations based on the level of operations. The quotation should be based on the understanding that Event Control will operate from as early as 1300-0100 from the following locations:

- **DNSW - Event Control Centre:** The Destination NSW Event Control Centre is active every night from Friday 6 August through to the completion of the Event. The location of this control centre is TBC but will be a venue within The Rocks, Circular Quay, CBD North or
- **Government Coordination Centre and Police Operations Centre: (POC/GCC):** The POC/GCC operates on all Level 2 and 3 operational nights.

The successful Service Provider must account for moving equipment between locations.

The provider is to liaise directly with the relevant parties at POC/GCC to ensure that base units and handsets function appropriately in these locations. Testing must be conducted prior to first use by the Event.

Equipment Redundancy & Testing:

Appropriate equipment and network infrastructure redundancy must be provided.

Testing must be conducted with all relevant equipment at the following sites prior to distribution to ensure reliability:

- Circular Quay
- The Rocks
- Sydney CBD North
- Darling Harbour
- Sydney Opera House
- Barangaroo
- Central/Surry Hills area - Sydney Police Centre
- Redfern area - Transport Management Centre
- Any other CBD or Inner-City precinct as advised by DNSW.

Latency and poor signal quality:

Where there is any known latency or poor signal quality it should be noted within the proponent's response to this request for quotation.

Channel Allocation:

Channels may be allocated across up to three (3) different zones, please include the following channel allocation up to:

- Up to 30 Citywide channels interfaced
- Up to six (6) Simplex channels non interfaced with two (2) in each zone chat channels

The provider must ensure the necessary permits and approvals are sought to facilitate access to the required channels.

Destination NSW is to have exclusive use of all required channels.

Destination NSW will provide an exact channel and zone profile plan so that the supplier can have all equipment pre-programmed and tested before deployment.

Programming:

Handsets should be programmed with the Vivid Sydney Logo.

Handsets should be programmed with a voice announcement indicating each radio channel. For example, when a user switches to the Event Control channel, a short voice announcement will be made by the device confirming the channel selected. The user should have the ability to turn off this feature using the side buttons. This feature should only be available for portable handsets.

Base panel transmissions should override any portable (field-based) handset transmissions.

Additionally, three (3) radios should be programmed as a 'GOD' handset. Transmitting on this device must transmit signal to all radio channels simultaneously overriding any other transmissions. This will be for emergency use only, to be stationed at three command points.

Panels must interface to ensure that peer to peer communication is possible. Panels must also interface to ensure communicating to all radio channels is possible.

All panel units must be programmed with a custom layout for each panel. The preferred layout for each panel will be provided by Destination NSW and will be tailored to the preferences of the user.

A selection of portable handsets (as defined by DNSW) should be programmed with talk-group functionality. This should be included as a separate channel on those handsets. Details of the talk-groups will be provided by DNSW.

Channel Recording:

Up to 20 channels are to be recorded for the duration of the event. All transmissions across the channels are to be recorded in the highest quality and labelled in such a manner to determine the channel, date and time the transmission was made.

Individual recordings are to be provided to Destination NSW upon request during the event and a full copy of all recordings is to be provided to Destination NSW on or before 2 September 2021 and 1 July 2022.

Radio Distribution:

The radio provider must manage the distribution and collection (including sign in/out documentation) of all portable and base radio fleet on a date and location to be confirmed.

The provider should anticipate distribution and collection over a 10-hour period each day in each of the two locations being the Production Compound and Darling Harbour. A detailed breakdown of personnel and contractors that will be using the radios will be provided by Destination NSW.

The Provider must provide Destination NSW's dedicated representative with a log in and access to radios for sign in and sign out during out of hours works.

All radios should be labelled with an ID code and Name assigned by Destination NSW. As an example, a label may be "DNSW 1 – J Smith". This will be determined by the distribution list provided by Destination NSW.

Security Services, Volunteering and Traffic Management will be responsible for their own sign in and sign out of radios and allocation will be provided by Destination NSW one month prior to the event.

It is recommended that every item distributed is also labelled with a unique barcode. This will allow items to be scanned and tracked within a spreadsheet.

The Provider must provide instructions and briefing of sanitisation requirements for sign in and sign out procedures to the above representatives against the providers COVID Safe operating procedure. Destination NSW must be provided with a COVID Safe Plan and operating procedures as outlined in General Items below.

Equipment Install:

All Base Fleet radio equipment must be fully installed and tested ahead of the timelines indicated above.

Technicians

The Provider must provide full support during Bump in, Event and Bump Out. Within this response please outline these services and brief description on level of service provided

based on experience with city wide major events. Please provide a full rate card of these services with submission.

Standby Technicians:

A dedicated technician must be present at the ECC from 16:30 – 00:30 on all nights.

A dedicated technician must be present at the GCC from 16:30 – 00:30 whenever the POC/GCC is operational.

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 Commonwealth Modern Slavery Act.
- The service provider must provide an Australian Business Number or Australian Company Number.
- Service Provider/s must have qualifications, licencing and accreditations relevant to undertake the works detailed herein. Copies to be provided to Destination NSW.
- Copies of all relevant Safe Work Method Statements (SWMS).
- Project specific risk assessment against Destination NSW provided template.
- COVID safe plan to include sanitization cleaning procedures.
- Goods and Services of the highest quality.

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 seven (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. This includes providing 'working with children' checks and Police checks.
- 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 and be compliant with any relevant legislation regarding payments.
- 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 the following:

- A detailed radio distribution list.
- Location(s) for distribution and collection of equipment.
- A spreadsheet containing the preferred layout of each comms panel.
- A breakdown of channel/zone profiles as necessary.
- A breakdown of any talk-groups and relevant radios as necessary.
- Parking is not included in public domain spaces. Limited parking may be available in designated work sites.
- Footprint/grid map of the Vivid Sydney precincts.