

Request for Quotation – Event First Aid and Pre-Hospital Care

Request:

Destination NSW is seeking an itemised all-inclusive rate-card for the provision of **Event First Aid and Pre- Hospital Care Services** for Vivid Sydney 2021, with an option for Vivid Sydney 2022 (option to be exercised at Destination NSW discretion).

Please note this is not a position of employment, but a contract for supply of goods/services.

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. a

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:

Information Session with Destination NSW (Once NDA is signed)	Wednesday 23 June 2021, 11am, Online
Deadline for receipt of clarification requests	10:00am, Thursday 24 June 2021 (AEST – Sydney Time)
RFQ closing date	10:00am, Thursday 1 July 2021 (AEST – Sydney Time)
Successful Service Provider notified	By Friday 2 July 2021
Unsuccessful Service Provider(s) notified	By Friday 9 July 2021
Commencement of Contract	Week commencing 5 July 2021 (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 written response of no more than five to ten (5-10) 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.

Information Session:

An information session will be held with all service providers who are interested in applying for this Request for Quote. Once the Non-Disclosure agreement has been requested and signed, details will be sent.

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. 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.

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

SPECIFICATION OF SERVICES

The Vivid Sydney **Event First Aid and Pre-Hospital Care Response service provider** will work collaboratively with the Vivid Sydney Festival Director, 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 Pre-Hospital Care 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:

- Strategic Risk Management Framework ('SRMF'), to which all service providers plans must align;
- Medical Management Plan ('MMP'), including a Targeted Risk Assessment and Risk Register of which is sought under this RFQ; and
- 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) Applicable road closure timing from 17:00 to 00:00; approx. 50,000 in attendance.

Level 2 - Moderate attendance (Friday and Sunday nights) Applicable road closure timing from 17:00 to 00:00 ; approx. 70,000 in attendance.

Level 3 - High attendance (Saturday nights) Applicable road closure timing historically 17:00 to 01:00; 100,000 in attendance.

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).

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:

- Internal Risk Exercise, 6 July
- Inter-Agency Risk Exercise, TBC
- Any other COVID Related Meetings (subject to confirmation)

Key Locations:

For the purpose of 2021, the following zones have been included:

- Zone 1: The Rocks & Hickson Rd Reserve
- Zone 2: West Circular Quay & CBD including Vivid ECC
- Zone 3: Darling Harbour including Cockle Bay

Particular Exclusion:

Third-party Precincts are responsible for their own consultation with infrastructure supplier/s in development and implementation of their site requirements.

The First Aid and Pre-Hospital Care Response service provider is required to:

- Undertake an information session, to be guided by Destination NSW, in July 2021 with time and date to be confirmed.
- 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. Schedule/Roster the Medical Response workforce throughout the Event period including breaks and replacements.
- Provide an itemised Quotation for Bump in, Event Period and Bump out by zone mentioned herein. Where a variable requirement exists, an itemised rate card should be supplied. This should include details of expenditure minimisation and reconciliation strategy.
- 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.
- 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 at the end of each day, provided to the Event Operations Manager.
- 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 to the Event Operations Manager.
- 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 2021 locations.
- Author and provide the Medical Management Plan (MMP), including a Targeted Risk Assessment and Risk Register.
- Provide a COVID Safe Plan and provide all PPE for your own Covid Related Resources.
- Provide a COVID Response Plan to include isolation areas where required.

Bump in: 23 July 2021 – 5 August (approximate and subject to change)

Zone 1: The Rocks & Hickson Rd Reserve
Covered in the below Zones

Zone 2: West Circular Quay & CBD including Vivid Sydney ECC x 1 Medical Post

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

4 Nights overnight Works 12am – 6am

Zone 3: Darling Harbour including Cockle Bay x 1 Medical Post

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

6 Nights overnight Works 12am – 6am

Event: 6 August – 28 August 2021 – Vivid Sydney

Zone 1: The Rocks & Hickson Rd Reserve x 1 Medical Post

Zone 2: West Circular Quay & CBD including Vivid ECC x 1 Mass Gathering Medical Casualty Centre

Zone 3: Darling Harbour including Cockle Bay x 2 Medical Posts

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

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

Level 3: Saturday's

ECC: 3pm – 12am

GCC: 4:30pm – 12am

Event Site Coverage: 5pm – 12am

Lights On: 6pm – 11pm

***Bump Out:** 29 August – 3 September 2021 (approximate and subject to change)*

Zone 1: The Rocks & Hickson Rd Reserve

Covered in the below Zones

Zone 2: West Circular Quay & CBD including Vivid ECC x 1 Medical Post

Estimated 6am – 12am 5 Days (one day off)

2 Nights overnight Works 12am – 6am

Zone 2: Darling Harbour including Cockle Bay x 1 Medical Post

Estimated 6am – 10pm 5 Days

2 Nights overnight Works 10pm – 6am

The MMP must include the minimum requirements:

- One (1) representative in the Event Coordination Centre during operational hours on Level 1, Level 2 and Level 3 operational nights
- One (1) representative in the Government Coordination Centre during operational hours on Level 2-3 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 with suitable personnel and equipment for retrieval capacity including a minimum of one (1) medical stretcher buggy 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.
 - o 1 x Medical representative at 4 x staff check in locations for Covid sign in, Temperature checks between 2pm – 8pm daily during the festival, locations to be confirmed

Other Requirements:

In responding to all stakeholder objectives and requirements, the service provider 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.
- Provide a Sustainability Management Plan.
- Take direction from Destination NSW.
- Provide a valid COVID Safe Plan and provide all PPE for your own Covid Related Resources.
- Provide a valid COVID Response Plan to include isolation areas where required.

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. Service Provider/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 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 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. 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 in regard to 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

- 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 3m x 2.4m Site Shed in the Hickson Rd Reserve Area, 1 x 6m x 2.4m Site Shed in the Circular Quay area and 1 x 6m x 2.4m & 1 x 3m 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.