

Request for Quotation – Event Operations Manager, Vivid Sydney 2022, 2023 & 2024

Request:

Destination NSW is seeking applications and itemised quotations from a suitably qualified and experienced contractor for the provision of **Event Operations Manager** services for Vivid Sydney 2022, 2023 and 2024.

Please note this is not a position of employment but a contract for the supply of services. Companies can propose a person for this contract.

Destination NSW:

Destination NSW is the lead agency, champion and voice for the visitor economy within the NSW Government.

Spearheading a whole-of-government approach to visitor economy growth, Destination NSW is responsible for leading the delivery of the NSW Visitor Economy Strategy 2030 in partnership with government and industry.

Destination NSW influences and shapes the visitor economy through strategic research, policy and thought leadership, stakeholder engagement and consultation, commercial partnerships and investment in visitor experiences, business support, marketing and events.

Investing in a world-class events calendar to maximise economic and social benefits and, position NSW as the events capital of the Asia Pacific, is a key strategic pillar of the Visitor Economy Strategy 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 positioning Sydney as the creative capital of the Asia Pacific and, instrumental in driving visitation to Sydney and stimulating the city's visitor economy (the 'Event'). For more information visit: www.vividsydney.com

Timeline:

Deadline for receipt of clarification requests	10:00am on Tuesday 28 September 2021 (AEST)
RFQ closing date	10:00am on Tuesday 5 October 2021 (AEST)
Interviews	6-8 October 2021
Successful contractor notified	Week beginning 11 October 2021
Unsuccessful contractor(s) notified	Week beginning 18 October 2021
Commencement of Contract	1 November 2021

Selection Criteria:

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

Criteria	Weighting (%)
Value for money	25%
Relevant tertiary qualification(s) and substantial experience in event production, operations and technical management including demonstrated understanding of the creative and technical requirements of multi-day, outdoor major events and festivals across multiple precincts.	20%
Demonstrated experience in: <ul style="list-style-type: none"> the preparation and implementation of major event documentation, production plans and event manuals including risk and traffic management, resource management for events with a creative overlay and high-value production elements operating across multiple locations the development and management of substantial major event budgets, financial reporting, procurement and, contract management 	20%
Exceptional communication skills, including experience in collaborating and negotiating with a wide range of stakeholders including government agencies, landowners, external organisations, artists, contractors, suppliers, volunteers, internal departments and staff.	10%
Highly developed and 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.	10%
High-level computer literacy skills, proficient with MS Office suite, experience in specialist software such as Vectorworks and CRM programs.	10%
Compliance with 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:

1. A written response of no more than four (4) pages which addresses the Selection Criteria and Specifications of Services outlined in Annexure A.
2. An itemised all-inclusive quotation for Period 1 via provision of a day rate exclusive of GST but inclusive of all charges, superannuation, expenses and other personal inclusions at 5 days per week during pre and post Festival with 6-day weeks for the 6-week festival period to include Bump in, Festival and Bump out.
3. An itemised all-inclusive quotation for Period 2 via provision of a day rate exclusive of GST but inclusive of all charges, superannuation, expenses and other personal inclusions at 5

days per week during pre and post Festival with 6-day weeks for the 6-week festival period to include Bump in, Festival and Bump out.

4. An itemised all-inclusive quotation for Period 3 via provision of a day rate exclusive of GST but inclusive of all charges, superannuation, expenses and other personal inclusions at 5 days per week during pre and post Festival with 6-day weeks for the 6-week festival period to include Bump in, Festival and Bump out.
5. 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 contractor 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

Specifications of Service

The **Event Operations Manager** is responsible for the planning, management, and implementation of event operations for Vivid Sydney. The **Event Operations Manager** works collaboratively with key Vivid Sydney and Destination NSW staff; oversees the engagement and management of Event suppliers and contractors to effectively plan, organise, and deliver the Vivid Sydney operational requirements, on time and within budget.

Major Responsibilities include but are not limited to:

- Strategic planning and project management
- Event Operations and Logistics management
- Government agency, landowner, and stakeholder management
- Coordination and management of Vivid Sydney operational requirements across Vivid Light, Music, Ideas and Cross Art Form projects.
- Budgeting, contracts management, procurement, and resourcing of Vivid Sydney operations (including third-party suppliers and contractors)

This work includes overseeing the operational delivery of sites and locations that are produced and operated directly by Destination NSW whilst also ensuring appropriate guidance to, and seamless integration of, any applicable third-party produced or operated precincts.

Position reports to: Project Manager, Vivid Sydney.

Roles reporting to this position: Event Operations Coordinator, Vivid Sydney and, event operations contractors and suppliers.

Key Accountabilities:

- Develop and implement Event Operations Plan(s) including setting key milestones and project timelines to facilitate strategic planning and ensure the successful outcome of the Event
- Plan, procure and manage the end-to-end delivery of event operations and logistics requirements including identifying suitable suppliers, preparation of specifications, procurement, purchasing and contract management in accordance with NSW Government guidelines to ensure the successful outcome of all aspects of the Event
- Prepare, monitor and manage finite Operations budgets including planning, scoping and costing; financial reporting and reconciliation to ensure optimum utilisation of resources
- Manage the preparation, procurement and contracting of various activities and support services (see the table below).

No.	Tenders and request for Quotations
1	Event Traffic, Transport and Pedestrian Management
2	Event Security, Emergency and Crowd Management
3	Event Medical, Water Safety goods and services
4	Event signage plans and infrastructure including the delivery of Event instant messaging and, directional signage system
5	Any other procurement and contracts identified in consultation with the Project Manager and Festival Director

- Oversee and manage the nominated and appointed service provider(s) in the development, implementation and delivery of plans and services during the Event period to ensure effective outcomes.
- Attendance on-site at the Event precinct(s) as required throughout the bump-in, event period and bump-out ensuring the effective management and oversight of the appointed Event Labour, Site Operations, Infrastructure and Logistics contractors to oversee the successful delivery of contracted goods and services within set budgets and timeframes
- Collaborate with relevant stakeholders including contractors and government agencies to manage the development of comprehensive and compliant overarching Event Risk, Safety and Emergency management plans to ensure all risks are identified and mitigated appropriately in consultation with Destination NSW's independent risk assessor
- Liaise, coordinate, and consult with various internal and external stakeholders (see table below) to negotiate services and manage their implementation

Key stakeholders	Responsibilities include:
Production Manager, Vivid Light and Technical Manager, Vivid Sydney	Ensure all documentation is received for the timely integration into overarching event management systems

	<p>and operational plans from Destination NSW's nominated third-party contractors</p> <p>Receive and incorporate all relevant and necessary Vivid Light precinct, venue or landowner consent documentation, development applications, compliance approvals, licences and permits into necessary Operational Plans as required,</p>
Producer - Vivid Music and Producer - Vivid Ideas	Ensure all Vivid Music and Ideas operational documentation, including all relevant and necessary venue or landowner consent documentation, compliance approvals, licences and permits is received and incorporated as required into Operational plans.
Stakeholder & Community Engagement Manager	Assist with the planning, coordination and delivery of the Vivid Sydney Access & Inclusion, Sustainability, Volunteer, Stakeholder Engagement and Local Business programs.
NSW Government agencies, landowners and consent authorities	Ensure all relevant and necessary landowner consent, development applications, compliance approvals, licences and permits are prepared, submitted and approved prior to the Event(s).
State and Local Government agencies	<p>Lead Destination NSW's relationships with agencies and be responsible for their day-to-day management, including attendance as required at NSW Government agency, working group or operational planning meetings including but not limited to:</p> <ul style="list-style-type: none"> • Traffic, Transport and Pedestrian Working Group • Marine Management Working Group • Crowd Management and Strategic Risk Working Group
Vivid Sydney personnel and relevant Destination NSW cross-functional teams	Work collaboratively to develop and / or contribute to approved delivery plans for projects such as - Program Launch, Preview Week and Opening Event.
Destination NSW's nominated and approved third-party contractors	<p>Manage contracts and monitor the provision of services to ensure compliance with contract and service agreements</p> <p>Manage the facilitation, collection, collation and/or presentation of all documents and post event reports from relevant contractors and stakeholders</p> <p>Conduct onsite inspections and meetings with contractors, suppliers and relevant stakeholders to oversee quality control and ensure event operations are delivered in a safe and effective manner.</p>

- Lead the technical delivery of all communications and integration between the Event Control Centre, Government Coordination Centre and landowner control rooms to ensure

all reporting, complaints and incidents are logged and escalated against the Vivid Sydney Event Command, Control, Coordination and Communications (C4) protocols

- Lead the tactical delivery of all event operations onsite at the Event Control Centre, Event Precinct or from the Government Coordination Centre for the duration of the Festival, overseeing compliance with all Work Health and Safety (WHS) regulations.
- Conduct onsite inspections with safety officers, contractors, suppliers and relevant stakeholders to oversee quality control and ensure event operations are delivered in a safe and effective manner.
- Oversee the preparation, management and implementation of white level inspections during the festival ensuring report recommendations are reviewed and actioned.
- Oversee the preparation, management and implementation of comprehensive Event Operations documentation including but not limited to:
- Maintain all event specific documentation and critical documents using appropriate document templates and document register system

Documents to be prepared, maintained and/or implemented:

Documents	Action required / Remarks
Event Operations documents including but not limited to: <ul style="list-style-type: none"> • Master schedule • Event operations plans and manuals, schedules, databases and rosters • Site operational procedures and management structures • Master Site plans and technical drawings • Infrastructure and Equipment plans • Event signage, branding and printed collateral • Vendor and busking management plans and; • Accreditations 	Oversee the preparation, management, and implementation Maintain documents in the appropriate Destination NSW templates Ensure that documents are updated and uploaded into the Destination NSW document register system
All project plans, strategy documents, briefing notes, event investment submissions and critical path/timeline documents as necessary	Contribute and maintain up to date information, and uploaded into the Destination NSW document register system
All IP, budget and contract information pertaining to the Event	Maintain confidentiality and ensure safe custody of all relevant documents
Any other event specific documentation and critical documents	Maintain documents in the appropriate Destination NSW templates Ensure that documents are updated and uploaded into the Destination NSW document register system

- Any other general administrative work that would be required to deliver on the above services/duties/outcomes and/or special projects as directed by Destination NSW

General Items:
<ul style="list-style-type: none"> • 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 provide an Australian Business Number or Australian Company Number
Key Considerations:
<p>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:</p> <ul style="list-style-type: none"> • 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. • During the contracted period, the contractor will be required to work full-time on the premises of the Destination NSW offices currently located at Level 2, 88 Cumberland Street, The Rocks within standard business hours (9am – 5:30pm) subject to compliance with the Public Health Orders at the time and/or in consultation with the Festival Director/ Destination NSW. 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 onsite 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 approved and agreed demonstrated work-related travel costs may be reimbursed. A mobile phone is not provided however demonstrated work-related telephone costs may be reimbursed.

Period:

Destination NSW requests three (3) separate and itemised quotations, for the services detailed in this document, for each of the following Periods.

Period 1: Vivid Sydney 2022	27 September 2021 - 30 June 2022
Period 2: Vivid Sydney 2023	1 July 2022 – 30 June 2023
Period 3: Vivid Sydney 2024	1 July 2023 – 30 June 2024

Destination NSW will advise the successful contractor in writing 60 days before 30 June 2022 and 30 June 2023 if it wishes to execute Period 2 and Period 3 respectively. If the options are not exercised, Destination NSW has no further liability to the successful contractor. If the option is exercised, a new contract of engagement will be negotiated and executed for each of the above periods.

Leave:

Destination NSW provides for a set number of days of unpaid leave to be taken (20 days per annum calculated on a pro-rata basis), commensurate with the contracted period and position scope. All leave is to be taken as agreed with the Festival Director, Vivid Sydney. 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 Festival Director, Vivid Sydney 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 day rate.