

## Request for Quotation – Business Operations Manager, Vivid Sydney 2023, 2024 & 2025

### **Request:**

Destination NSW is seeking applications and itemised quotations for the provision of **Business Operations Manager** services for Vivid Sydney **2023, 2024 & 2025**.

**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](http://www.vividsydney.com)

### **Timeline:**

Deadline for receipt of clarification requests	10:00am Monday 8 <sup>th</sup> August 2022 (AEST)
<b>RFQ closing date</b>	<b>10:00am Friday 12<sup>th</sup> August 2022 (AEST)</b>
Interviews	Week beginning 15 <sup>th</sup> August 2022
Successful contractor notified	Week beginning 22 <sup>nd</sup> August 2022
Unsuccessful contractor(s) notified	Week beginning 29 <sup>th</sup> August 2022
<b>Commencement of Contract</b>	<b>Monday 5<sup>th</sup> September 2022</b>

**Selection criteria:**

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

<b>Criteria</b>	<b>Weighting (%)</b>
Value for money	25%
Relevant tertiary qualification(s) and substantial experience in managing business administration requirements in a high-pressure environment. Proven ability to work effectively in a team, preferably in a major events or festivals context.	20%
Demonstrated experience in managing and maintaining project-based documentation including contracts, budgets, grants, acquittals, databases and timelines.  High-level computer literacy skills, proficient with MS Office suite, experience in specialist software such as CRM and records management programs.	20%
Demonstrated advanced communication skills, including excellent customer service and the ability to prepare correspondence and present information	15%
Superior organisational, project management and planning skills, including the ability to manage multiple tasks, plan and prioritise workloads, balance competing priorities, anticipate administrative requirements and meet deadlines.	15%
Compliance with Request for Quotation	5%
<b>TOTAL</b>	<b>100%</b>

**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, separate quotation for each Period 1, Period 2 and 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 3-week festival period.
3. Current curriculum vitae including details for two (2) referees.

**Clarification of requests for quotes:**

If you require clarification of this Request for Quotation, please click [here](#) to email the Vivid Sydney team.

Please note that any clarifications will be given to other contractors 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.

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
<p>The Business Operations Manager manages the business operations and administrative needs of the Vivid Sydney team and provides direct executive support to the Vivid Sydney Festival Director.</p> <p>Reports to: Festival Director, Vivid Sydney</p> <p>Positions reporting to the Business Operations Manager: Business Operations Coordinator, other relevant suppliers as required</p> <p><b>Key Responsibilities include but are not limited to:</b></p> <ul style="list-style-type: none"><li>• Business administration management and executive support</li><li>• Finance and budgeting</li><li>• Customer service and project management</li><li>• Procurement and contracts management</li><li>• Document management</li></ul> <p><b>Key Accountabilities:</b></p> <ul style="list-style-type: none"><li>• Manage the delivery of business operations, administrative, financial and support services to ensure the business needs of the Vivid Sydney team</li><li>• Build and maintain strong internal relationships to ensure Event Development strategic business objectives and processes are clearly communicated and functioning effectively</li></ul>

- Actively collaborate with units across Destination NSW to provide seamless support and guidance to event partners
- Manage the contract management process including maintaining the Vivid Sydney Contract Management Database to monitor and report on contractual deliverables, key performance indicators, and milestones in relation to event owner, artist and supplier contracts
- Manage the preparation of grant applications and acquittals as required
- Work with the Festival Director and Project Manager to develop and monitor the Vivid Sydney budget and provide effective delivery of day-to-day financial operations including managing the Vivid Sydney team workflow for the tracking and processing of all Vivid Sydney invoices and payment requests to the Event Development Business Operations Team.
- Support the finance function of the Vivid Sydney team with event invoicing and purchasing processes
- Manage, maintain, monitor and review Vivid Sydney customer enquiry channels e.g. phone and email including developing or processing responses for approval and responding to correspondents, as directed, in a timely manner.
- Manage and maintain the procurement process and systems for the Vivid Sydney team and any other procurement as required including the procurement pages on the Vivid Sydney website and any other advertising regarding team and other procurement
- Manage Vivid Sydney team inductions
- Work with relevant Vivid Sydney team members to manage the development, implementation and refinement of the team's business administration systems including Salesforce CRM and other records management systems.
- Oversee and assist in the preparation, coordination, administration and project management of the annual Vivid Sydney Expression of Interest (Light, Music, Ideas and Food) process including project tracking of Submissions and, collation and preparation of EOI documentation
- Build and maintain strong internal relationships to ensure Vivid Sydney's strategic objectives and processes are clearly communicated and functioning effectively
- Actively collaborate with units across Destination NSW to provide seamless support and guidance to Vivid Sydney partners
- Manage the Festival Director's diary appointments, schedule and chair meetings when required, prepare and distribute meeting agendas and minutes
- Prepare a range of correspondence including drafting PowerPoint and/or keynote presentations and reports on key event programs for both internal and external stakeholders
- Prepare, coordinate, review and prioritise a range of documentation including correspondence, briefings and submissions, including Ministerial and agency documents, to ensure that information is accurate, filed and aligns with organisational policies, standards and guidelines.
- Manage the coordination, maintenance and tracking of the Vivid Sydney Documents Register for Vivid Sydney participants and stakeholders including contractors, event owners, artists, venues and suppliers.
- Any other general administrative duties as requested by the Vivid Sydney Festival Director

**General Items:**

The successful contractor must provide:

- Appropriate public liability insurance noting Destination NSW as an Interested Party. Minimum \$20 million (AUD).
- Appropriate professional liability insurance. Minimum \$10 million (AUD).
- Appropriate workers compensation insurance – as required by law
- An Australian Business Number or Australian Company Number.

**Key Considerations:**

The successful contractor will be required to enter 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.
- 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.

<b>Period 1:</b> Vivid Sydney 2023	5 September 2022 to 14 July 2023
<b>Period 2:</b> Vivid Sydney 2024	17 July 2023 – 12 July 2024
<b>Period 3:</b> Vivid Sydney 2025	15 July 2024 – 11 July 2025

Destination NSW will advise the successful contractor in writing 60 days before each contract period ends 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.