

## Request for Quotation – Event Operations Manager (Infrastructure and Logistics), Vivid Sydney 2025, 2026 and 2027.

### **Request:**

Destination NSW is seeking applications and itemised quotations for the provision of **Event Operations Manager (Infrastructure and Logistics)** services for Vivid Sydney 2025, with an option to renew for Vivid Sydney 2026 and 2027.

**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. Individuals with an ABN as either sole trader or company can also submit a response to this RFQ for the supply of the services.**

### **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, ideas and food 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 April 2024 (AEST)
<b>RFQ closing date</b>	<b>10:00am Monday 15 April 2024 (AEST)</b>
Interviews	Week commencing 22 April 2024
Successful supplier notified	Week commencing 29 April 2024
Unsuccessful supplier(s) notified	Week commencing 6 May 2024
<b>Commencement of Contract</b>	<b>Monday 15 July 2024</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 5-7 years -experience in large scale outdoor 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"> <li>• the preparation and implementation of major event documentation, production plans and event manuals including risk and resource management for events with a creative overlay and high-value production elements operating across multiple location</li> <li>• the development and management of substantial major event budgets, financial reporting, procurement and, contract management</li> <li>• project and time management skills, ability to effectively prioritise, meet deadlines and to balance competing priorities in a dynamic and high-profile work environment.</li> <li>• computer literacy skills, proficient with MS Office suite, experience in specialist software such as CRM programs. Experience in CAD Drawing programs such as Vectorworks is a plus.</li> </ul>	25%
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.	25%
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 must also be directed towards the Selection Criteria.

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 all-inclusive separate quotation for Vivid Sydney 2025, Vivid Sydney 2026 and Vivid 2027 exclusive of GST but inclusive of all other taxes and charges. The Supplier

should anticipate that the Services will require ongoing commitment of 5 days per week during pre and post Festival periods with 6-day weeks for the 6-week festival period to include Bump in, Festival and Bump out and should quote accordingly, whether that be on a daily basis or for the completion of Services required as a whole. An indicative daily rate will also be required for any additional works requested outside the scope of the Services set out below.

3. The payment schedule will be based upon a schedule for delivery of the Services with payments made against milestones/deliverables/outputs achieved. The milestones will be set out in the contract to the Supplier. Applicants note that payments will may be on a monthly basis but rather on completion of outcomes and tasks.
4. 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 suppliers 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 Services:**

The **Event Operations Manager (Infrastructure & Logistics)** is responsible for the planning, management, and implementation of event operations for Vivid Sydney. The **Event Operations Manager (Infrastructure & Logistics)** works collaboratively with key Vivid Sydney and Destination NSW staff; oversees the procurement 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

- Procurement and management of all operational suppliers in accordance with NSW Procurement guidelines
- Coordination and management of Vivid Sydney operational requirements across Vivid Light, Music, Ideas, Food and partnership program.
- 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:** Head of Projects, Vivid Sydney

**Roles reporting to this position:** Event Operations Coordinator/s, 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 in accordance with NSW procurement guidelines (see the table as a guide below not limited to).

No.	Operations Contractors
1	Event Security, Emergency and Crowd Management
2	First Aid and Paramedical Services
3	Water Safety Services
4	Plant & Infrastructure
5	Precinct Management Labour Services
6	Event Industry General Labour Services
7	Communications, CCTV & Noise Monitoring
8	Ground Protection
9	Risk and Security Advisory Services
10	Any other procurement and contracts identified in consultation with the Head of Projects 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. This can include working on site with contractors to oversee the successful delivery of contracted goods and services within set timeframes during the day and after hours on a rotating roster. This will also include attendance and management of the Event Control Centre and attendance at the Government Coordination Centre.
- Manage and lead all conversations and planning 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 to negotiate services and manage their implementation including but not limited to Vivid Sydney team members including Production Manager – Vivid Light, Technical Manager, Producers, Partnerships Team, Operations Manager – Traffic and Stakeholder Management, NSW Government agencies, landowners and consent authorities, State and Local Government agencies, relevant Destination NSW cross-functional teams, Destination NSW's nominated and approved third-party contractors.
- 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.
- Maintain all event specific documentation and critical documents using appropriate document templates and document register system
- Oversee the preparation, management and implementation of comprehensive Event Operations documentation including but not limited to; master schedule, event operations plans and manuals, event schedules, databases and rosters, master site plans and technical drawings, infrastructure and equipment plans, event signage, branding and printed collateral, vendor and busking management plans, accreditations, project plans, strategy documents, critical path/ timeline documents as necessary, all budget, contract and IP information and any other event specific documentation relating to the operational management of the event as required.

- 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:**

The successful supplier must provide:

- Appropriate public liability insurance. Minimum \$20 million (AUD).
- Appropriate workers compensation insurance as required by law
- An Australian Business Number or Australian Company Number

**Key Considerations:**

The successful supplier 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 supplier 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 supplier, such termination being effective upon expiration of the 30-day period. Destination NSW is not liable for any payments to the supplier beyond the 30-day notice period, and such amount will be received by the supplier 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 supplier does not perform the services required, the supplier is not entitled to receive any further payments and must if so required by notice in writing to the supplier 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
- Given the nature of the Event and the need for ongoing collaboration across Vivid Sydney team members, Destination NSW will supply office facilities as set out below and asks that the Supplier work no less than three days per week in the office (9am to 5:30pm) to allow for WIP and other meetings, collaboration and ongoing works. 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, and internet access.
- Parking is not provided however pre-approved and agreed 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 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 2025	15 July 2024 – 11 July 2025
<b>PERIOD 2:</b> Vivid Sydney 2026	14 July 2025 – 10 July 2026
<b>PERIOD 3:</b> Vivid Sydney 2027	13 July 2026 – 9 July 2027

Destination NSW will advise the successful supplier in writing within 30 days of the contract period ending if it wishes to exercise the option to renew the contract for the Option. If the Option is not exercised, Destination NSW has no further liability to the successful supplier. If the Option is exercised, the terms and conditions set out in the contract will remain in full force and effect unless otherwise varied by agreement in writing.

**Leave:**

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

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. Destination NSW may also close for the Christmas and New Year period as part of NSW Government arrangements. Destination NSW and the Festival Director, Vivid Sydney will advise of dates accordingly.