

Request for Quotation – Event Operations Coordinator (Traffic & Stakeholder and Engagement) 2025 and options for 2026 and 2027

Request:

Destination NSW is seeking applications and itemised quotations for the provision of **Event Operations Coordinator (Traffic & Stakeholder Engagement)** services for Vivid Sydney 2025, with an option to renew for Vivid Sydney 2026 and Vivid Sydney 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. Incorporated entities are preferred.

Destination NSW:

Destination NSW is the lead agency, champion and voice for the visitor economy within the NSW Government. Vivid Sydney, the Southern Hemisphere's leading multi-artform festival, transforms Sydney into a vibrant hub of creativity, innovation and community connection. Proudly owned by Destination NSW, Vivid Sydney showcases NSW's cultural vibrancy and positions it as a global leader in artistic innovation. For more information visit: www.vividsydney.com.

Timeline:

Deadline for receipt of clarification requests	10:00am Wednesday 7 August 2024 (AEST)
RFQ closing date	10:00am Wednesday 14 August 2024 (AEST)
Interviews	Week commencing Monday 19 August 2024
Successful supplier notified	Week commencing Monday 19 August 2024
Unsuccessful supplier(s) notified	Week commencing Monday 19 August 2024
Commencement of Contract	Monday 2 September 2024

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/or considerable experience in event operations and event management, preferably for large-scale major events or outdoor festivals.	20%

Demonstrated experience in writing and revising project-based documentation including event planning documents, budgets, databases and timelines.	25%
Proven ability to deliver services within agreed project timeframes and budgets and in a high-pressure major events environment.	25%
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 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 Sydney 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. A daily rate for additional services not included in the scope of this RFQ should also be provided by the Supplier.
3. The payment schedule will be based upon a schedule for delivery of the Services with payments made against milestones achieved. The milestones will be set out in the contract to the Supplier. Payments will be made on completion of outcomes and tasks.
4. Current curriculum vitae or capability statement 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 Coordinator, Traffic & Stakeholder Engagement plays a crucial role in supporting the Event Operations Manager, Traffic & Stakeholder Engagement in coordinating various aspects of Vivid Sydney festival. This includes the planning, management, and execution of key programs such as the Local Business Program, Volunteer Program, Access and Inclusion Program, and Sustainability Program, as well as engaging with stakeholders and the community relating to traffic.

Working closely with Vivid Sydney and Destination NSW staff, the Event Operations Coordinator, Traffic & Stakeholder Engagement ensures seamless collaboration in managing, stakeholders, suppliers, and contractors. Their responsibilities encompass effective planning, organisation, and delivery of the Vivid Sydney Local Business Program Volunteer Program, Access and Inclusion Program, and Sustainability Program, all while adhering to timelines and budget constraints.

Position reports to: Event Operations Manager, Traffic & Stakeholder Engagement

Roles reporting to this position: Casual event staff, event operations contractors and suppliers
Major Responsibilities include but are not limited to:

Reporting to the Operations Manager, Traffic & Stakeholder Engagement, the Operations Coordinator, Traffic & Stakeholder Engagement will play a pivotal role in supporting the strategic development, planning, coordination, and delivery of Vivid Sydney's community and stakeholder engagement programs. Key responsibilities include:

- Collaborating with the Vivid Sydney Operations team, suppliers, and stakeholders to plan, develop, and implement accessible infrastructure and services, such as viewing areas, guided tours, signage, ramps, and other necessary facilities.
- Working with Vivid Sydney team members and Destination NSW's Consumer Marketing division to develop marketing collateral and materials to drive program awareness through various platforms.
- Ensuring operational requirements of contractors and suppliers are met throughout the event period, including digital kiosks, wayfinding tents, sign-in locations, logistics, and catering plans.
- Collaborating with the Vivid Sydney Editorial & Content team to brief Stakeholder and Community Engagement program content capture for future promotional usage.
- Managing production, delivery, and distribution of resources, including volunteer uniforms, accreditation, and travel passes.
- Support the development and implementation the Event's Stakeholder Notification Schedule, including notifying local businesses and residents about traffic, transport, site works, and creative activation impacts.
- Liaising with landowners to identify key stakeholders and coordinate stakeholder communications and meetings.
- Prepare ongoing communications with key stakeholders, attending meetings, capturing feedback and preparing presentations, agendas and minutes.
- Collaborating with Destination NSW's Research team to undertake audience surveys during the event period
- Engaging with accessibility bodies and organisations to conduct on-site audits and provide findings for future implementation and growth.

- Providing exceptional customer service through dedicated Access & Inclusion service points and management of Vehicle Access Passes.
- Preparing and distributing vehicle access passes and information packs to key stakeholders and suppliers.
- Updating and maintaining the Vivid Sydney Stakeholder contact database, preparing communication, and letterbox drop campaigns to local businesses and residents.

The Operations Coordinator, Traffic & Stakeholder Engagement will play a vital role in ensuring the success of Vivid Sydney's Stakeholder and Community Engagement programs by effectively supporting the coordination of various aspects of program development, implementation, and stakeholder management.

- Provide operational support including coordinating and monitoring plans, milestones, and deliverables to successfully deliver all key milestones and outcomes
- Contribute to the planning, organisation, co-ordination and oversight of operational and technical aspects of facilities management
- Collaborate with various internal and external stakeholders (see table below) to negotiate services and coordinate their implementation
- Contribute to the effective development, documentation, planning and delivery of program activity and ensure accuracy of communications and notifications to stakeholders regarding the Event to ensure project deliverables are met
- Contribute and support the technical delivery of communication and coordination 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
- Attendance on-site at Event precinct(s) as required throughout the bump in, Event period and bump out ensuring the effective delivery of the appointed operational contractors to facilitate delivery of contracted goods and services within set budgets and timeframes
- 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 and reports • Event operations plans and manuals, schedules, databases and rosters • Site operational procedures and management structures • Site plans, maps, event safety plans, risk assessments, safe work method statements, public area checklists and incident reports • Infrastructure and Equipment plans • Event signage, branding and printed collateral • Vendor and busking management plans • Accreditations 	<ul style="list-style-type: none"> • Prepare, collate, manage and implement • Maintain documents in the appropriate Destination NSW templates • Ensure that documents are updated and uploaded into the Destination NSW document register system • Coordinate and collate all signage collateral and relevant documents
All project plans, strategy documents, ministerial as well as internal briefing notes, event investment submissions and	Contribute and maintain up to date information, and upload into the Destination NSW document register system.

critical path/timeline documents as necessary and directed.	
All IP, budget and contract information pertaining to the Event.	Maintain confidentiality and ensure safe custody of all relevant documents.
Contractors and suppliers' documents.	Facilitate and assist with the collection, maintenance and updating of all relevant documentation including but not limited to equipment lists, technical drawings/specifications, engineering assessments and Event plans.
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.
<ul style="list-style-type: none"> Any other general administrative and operational work as directed by Destination NSW 	
<u>General Items:</u>	
<p>The successful supplier must provide:</p> <ul style="list-style-type: none"> Appropriate public liability insurance. Minimum \$20 million (AUD). Appropriate workers compensation insurance as required by law An Australian Business Number or Australian Company Number 	
<u>Key Considerations:</u>	
<p>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:</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 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 At any time during the Term, the Supplier may choose to work at the premises of the Destination NSW offices currently located at Level 2, 88 Cumberland Street, The Rocks, within standard business hours (9am to 5:30pm). The Supplier must be in office or onsite 	

during the Vivid Sydney festival period (dates to be confirmed) as directed by Destination NSW, or the Festival Director on behalf of Destination NSW, in order to provide the Services during the Event (including bump-in, Event and bump-out periods). The Event roster will be confirmed and will, by reason of the nature of the Vivid Sydney Event, include night and weekend shifts.

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.

PERIOD 1: Vivid Sydney 2025	2 September 2024 – 11 July 2025
PERIOD 2: Vivid Sydney 2026	2 September – 10 July 2026
PERIOD 3: Vivid Sydney 2027	2 September – 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.