

Request for Quotation

Vivid Sydney - Stakeholder & Community Engagement Manager

Request:

Destination NSW is seeking applications and itemised quotations from suitably qualified and experienced contractors for the provision of **Stakeholder & Community Engagement Manager** services for Vivid Sydney 2019, with an option to extend for Vivid Sydney 2020.

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

Destination NSW:

Destination NSW is the lead 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 Government's goal of doubling overnight visitor expenditure within the state's visitor economy by 2020.

Vivid Sydney, the world's largest festival of Light, Music and Ideas is owned, managed and produced by Destination NSW. Vivid Sydney features large-scale light installations and projections - Vivid Light; music performances and collaborations - Vivid Music (including Vivid LIVE at Sydney Opera House); and creative ideas, discussion and debate - Vivid Ideas, showcasing Sydney as the creative hub of the Asia-Pacific.

Timeline:

Deadline for receipt of quotations	10:00am (AEST) on Friday 7 December 2018
Interviews	Week commencing 10 December 2018
Successful applicant notified	06:00pm (AEST) Monday 17 December 2018
Unsuccessful applicants notified	Week commencing 17 December 2018

Period:

Destination NSW requests two (2) separate and itemised quotations, for the services detailed in this document, for each of the periods outlined below.

Destination NSW may, at its sole discretion, execute an option to renew the agreement for the second period in 2020, based on the successful applicant's submitted quotation, and in consultation with the successful applicant. If this option is exercised, written notice will be provided no later than 30 days before the conclusion of Period 1. Please note, there is no obligation for Destination NSW to exercise the option for Period 2 and all potential applicants must plan accordingly for this.

Should a variation in period or supply of services be required, a quote variation will be sought from the successful contractor.

Period 1: Vivid Sydney 2019	Tuesday 29 January 2019 – Friday 28 June 2019 Full-time (5 days per week) during pre-production. Up to 6 days per week with extended and flexible working hours during the Event period
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<p>Period 2: Vivid Sydney 2020</p>	<p>Tuesday 28 January 2020 – Tuesday 30 June 2020 Full-time (5 days per week) during pre-production. Up to 6 days per week with extended and flexible working hours during the Event period</p>
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Leave:

Due to the length of engagement of some positions within the Vivid Sydney team, Destination NSW provides for a set number of days of unpaid leave to be taken, commensurate with the contracted period and position scope. All leave is to be taken as agreed with the Vivid Sydney Project Director and Director, Event Development – Arts, Lifestyle & Entertainment. Any unpaid leave not taken by the conclusion of the contracted period will be forfeited.

Destination NSW acknowledges that the successful service provider is not required to work public holidays except those falling within the Vivid Sydney event period.

The unpaid leave allowances for this contract are:

<p>Unpaid Period 1</p>	<p>Leave 8 days unpaid leave – Taken as agreed with the Vivid Sydney Project Director and Director, Event Development – Arts, Lifestyle & Entertainment.</p>
<p>Unpaid Period 2</p>	<p>Leave 8 days unpaid leave – Taken as agreed with the Vivid Sydney Project Director and Director, Event Development – Arts, Lifestyle & Entertainment.</p>

What Destination NSW requires:

Please provide the following:

1. A detailed and itemised quotation for Vivid Sydney 2019.
2. A detailed and itemised quotation for Vivid Sydney 2020.
3. A written response which addresses the specifications of services required, key considerations and general items in **Annexure A**. Attention must also be directed towards the selection criteria.
4. Current curriculum vitae including details for two (2) referees for each key person nominated.

Clarification of requests for quotes:

If you require clarification on the above request, please contact only via email:

Adam Lowe
Project Director, Vivid Sydney
adam.lowe@dnsw.com.au

Please note that any clarification will be given to the other service providers that have been offered the opportunity to provide a quote.

Lodgement Details:

Adam Lowe
Project Director, Vivid Sydney
adam.lowe@dnsw.com.au

ANNEXURE A

Selection Criteria

- Value for money. **25%**
- Relevant tertiary qualification(s) and a minimum of five (5) years' demonstrated experience in developing and implementing stakeholder and community engagement programs or similar role(s), preferably for large-scale major events. Preference will be given to respondents who outline how their experience will assist them in delivering the Specifications and Services, Key Considerations and General Items outlined in Annexure A. **20%**
- Outstanding written and verbal communication skills, excellent attention to detail, and experience developing and maintaining internal and external relationships. Experience in applying these skills with Government agencies is an advantage. **20%**
- Excellent administrative, project management and customer service skills, high-levels of proficiency with Microsoft Office and database software (e.g. Salesforce). **10%**
- Experience in updating and revising project based documentation including policy documents, contracts, budgets, databases and timelines. **10%**
- Proven ability to work effectively in a team, under pressure and with a need to balance priorities; preferably in a major events or festivals context. **10%**
- Compliance with this Request for Quotation. **5%**

Specifications of Service

The **Vivid Sydney Stakeholder & Community Engagement Manager** will work collaboratively with the Director, Event Development – Arts, Lifestyle & Entertainment, Vivid Sydney Project Director, and other relevant Destination NSW and Vivid Sydney staff and external contractors to effectively scope, develop, manage and implement Vivid Sydney's stakeholder and community engagement programs, which include but are not limited to:

1. **Vivid Sydney Access & Inclusion Program** – Vivid Sydney is committed to ensuring that Australia's largest event remains accessible and inclusive for all. The Vivid Sydney Access & Inclusion Program includes: development and delivery of accessible experiences/program content, audio description, text-to-talk, Auslan interpreters, accessible mini-bus parking and drop-off zones, site accessibility and access & inclusion specific marketing, media and collateral.
2. **Vivid Sydney Sustainability Program** – Working with artists, event owners and other Vivid Sydney stakeholders on an annual energy audit and sustainability baseline, waste minimisation strategies, electronic ticketing and social inclusion also form part of the program.
3. **Vivid Sydney Volunteer Program** – Vivid Sydney engages industry leading suppliers to recruit and manage a Volunteer workforce committed to delivering exceptional customer service to Vivid Sydney event attendees.
4. **Vivid Sydney Stakeholder Engagement Program** – Vivid Sydney is committed to minimising the impact of the event on local residents and businesses and the non-event community. Through a planned and integrated stakeholder engagement and communications program, Vivid Sydney informs these stakeholders of key event information and changes to "business-as-usual" such as road closures, major works and restricted access in the pre/post and Event periods.

Position reports to: Project Director, Vivid Sydney.

Key Accountabilities:**Access & Inclusion**

Lead the planning, management and delivery of Vivid Sydney's Access & Inclusion program, including procurement and management of specialist suppliers in the delivery of accessible services.

Develop and implement plans to grow and increase participation in Vivid Sydney's Access & Inclusion program.

Work collaboratively with Destination NSW and Vivid Sydney cross functional teams (e.g. Marketing and/or Communications) in the preparation of relevant marketing, media and collateral that relates to the Access & Inclusion program (e.g. Accessibility maps).

Work collaboratively with the relevant Vivid Sydney staff and contractors, venues, precincts, event owners and Artists to ensure the Vivid Sydney website, and any cross promotional websites, feature up to date and accurate information on the Access & Inclusion Program.

Work collaboratively with Destination NSW's Marketing and Event Operations teams, relevant suppliers and stakeholders to effectively plan and prepare for the requirements of accessible viewing areas, drop-off points and pre-booked mini-bus parking areas across the Vivid Light footprint. Such requirements include signage, infrastructure and volunteer workforce.

Provide exceptional customer service through dedicated Access & Inclusion service points (e.g. CRM, database, dedicated email address and phone lines) for:

- i. General Access & Inclusion Inquiries
- ii. Bookings for available accessible drop-off points and pre-booked mini-bus parking areas.

Vivid Sydney Sustainability Program

Lead the planning, management and delivery of Vivid Sydney's Sustainability Program including procurement and management of specialist suppliers in the delivery of:

- i. Sustainability consulting services
- ii. Sustainability baselining services
- iii. Energy/Resource metering/measuring services (with guidance from Sustainability Consultant)
- iv. Green Power (with guidance from Sustainability Consultant)
- v. Carbon Offset(with guidance from Sustainability Consultant)

Work collaboratively with Destination NSW/Vivid Sydney's Sustainability Consultant to act as the internal contact point for third-party stakeholders and encourage/manage their engagement/participation in Vivid Sydney's sustainability program. This includes stakeholder surveys for relevant data collection and baseline analysis by relevant contractors.

Work in conjunction with Vivid Sydney's Event team in the collection/collation/preparation of available data to inform the accurate procurement of the required amounts of Green Power and Carbon Offset (to be procured from a Regional NSW based project where available).

Vivid Sydney Volunteer Program

Lead the planning, management and delivery of Vivid Sydney's Volunteer Program, including procurement and management of specialist suppliers in the delivery of Volunteer Management Services.

Ensure Destination NSW's contracted Volunteer Management Supplier is at all times fully briefed on the relevant aspects of the Vivid Sydney Program/Event.

Facilitate any required approvals (e.g. role descriptions, Volunteer handbooks etc.).

Connect the Volunteer Management Supplier with relevant Destination NSW business units to ensure integration of any existing Volunteer databases into the Vivid Sydney Volunteer recruitment campaign (e.g. Industry Partnerships).

Work collaboratively with the Volunteer Management Supplier to lead the planning, preparation and delivery of any relevant Volunteer events (e.g. Volunteer briefing function, Volunteer training sessions and Volunteer thank you function).

Work collaboratively with Destination NSW's nominated Volunteer Management supplier to ensure any operational requirements are delivered throughout the event period (e.g. stocking of information booths, attendance at site visits etc.).

Work collaboratively with the Vivid Sydney Project Director to apply for, produce, prepare and distribute any volunteer free travel passes or other briefing material as required.

Work collaboratively with the Vivid Sydney Project Director and Vivid Sydney Commercial Partnerships Manager to effectively integrate any commercial partnerships opportunities within the Vivid Sydney Volunteer Program (e.g. branding opportunities or corporate volunteering opportunities).

Work collaboratively with Destination NSW's nominated Volunteer Management Supplier to recruit, train and manage a team of Access & Inclusion specific Volunteers to assist in the on-ground delivery of Vivid Sydney's Access and Inclusion program.

Vivid Sydney Stakeholder Engagement Program

In collaboration with relevant Destination NSW and/or Vivid Sydney staff, stakeholders, and contractors develop, manage and implement the Event and Stakeholder notification program. At a minimum this includes:

Development and approval of a Vivid Sydney Stakeholder Notification Schedule to notify event stakeholders of:

- i. Vivid Sydney's Traffic and Transport impacts (i.e. road closures and special event clearways).
- ii. Crowd Management impacts (i.e. reduced access and longer travel times).
- iii. Site works (i.e. bump in/out works, overnight works etc.).
- iv. Creative activation details (where activations have an impact on local stakeholders).
- v. Busker and Street Trader information and event requirements (e.g. changes to "business-as-usual" during the Event).
- vi. Any other Event impacts as identified from time to time.

Working collaboratively with the relevant Vivid Sydney Staff, stakeholders, and Contractors to ensure Destination NSW's nominated suppliers provide accurate and detailed information for stakeholder notifications, in line with the schedule detailed above.

Ensuring that all stakeholder notification documentation remains consistent, including conformity with the Vivid Sydney brand guidelines.

Working with Vivid Sydney Project Director, develop presentations, maps and other material where face-to-face or targeted stakeholder engagement is required, particularly with retail trade, busking and vendor stakeholders

Responsible for the ongoing management of inbound stakeholder enquiry channels (CRM/Case Management, phone and email), ensuring that stakeholder enquiries are effectively logged and directed to the most appropriate representative for response in a timely manner.

Ensuring exceptional customer service, complaint and issue resolution and feedback tracking is delivered to all Vivid Sydney Stakeholders, event goers and the non-event community

Event Delivery

Attendance on site at the event precinct as required throughout the bump in, event period and bump out. For the avoidance of doubt this will include working for extended periods outside normal business hours on-site, undertaking manual handling and physical labour, and may include overnight work.

Work collaboratively with the Vivid Sydney Event Manager and Destination NSW cross functional teams to provide operational and technical support to Vivid Sydney's media preview events, including developing any required event documentation and being in attendance on site at each media preview.

Work collaboratively with the Vivid Sydney Event Manager and other relevant staff to contribute to:

- a. The management and oversight of the team of appointed contractors in the delivery/installation of the key program elements, ensuring that all elements are delivered as planned and to an exceptionally high standard. This includes working on site with contractors to oversee the successful delivery/installation of contracted goods and services to schedule and budget, and following correct issue resolution and escalation procedures where required.
- b. Contributing to event specific production schedules, including project specific bump in/out schedules to ensure accurate detail for Community Engagement Programs activity.
- c. Preparing and /or updating any relevant daily call-sheets, checklists and schedules throughout the Vivid Sydney bump-in, event and bump-out period, in particular with regard to Volunteer workforce, accessible viewing, drop-off and/or mini bus parking.
- d. Completing all daily reports and incident reports during the event.

Attend the Vivid Sydney Event Operations Centre, Event Control Centre, Government Coordination Centre and/or Joint Operations Centre to assist in logging and communicating any key, strategic decisions, incidents, actions or outcomes that occur throughout the event.

In consultation with the Vivid Sydney Project Director/Event Manager, attend all required meetings and site visits for the purposes of minute taking, and tracking issues, actions and resolutions.

Responsible for the preparation and management of Event budgets; financial reporting and reconciliation.

Develop, implement and manage the post-Event reporting of the event contractors and stakeholders.

As required, contribute to event documentation such as project plans, strategy documents, ministerial briefing notes, internal briefing notes, event investment submissions and critical path/timeline documents as necessary.

Keep safe and commercial in confidence, all IP, budget and contract information pertaining to the Event.

Maintain all event specific documentation and critical documents using appropriate document templates and document register system.

Prepare and maintain accurate documentation and filing as required or directed, including but not limited to: correspondence, site summaries, site plans, route plans, schedules, contact lists, procedures and reports.

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

General items:

The successful service provider must provide:

- Appropriate public liability insurance. Minimum \$20 million (AUD).
- Appropriate professional indemnity insurance. Minimum \$10 million (AUD).
- Service of the highest quality.
- Services must be guaranteed and fit for purpose.
- An Australian Business Number or Australian Company Number.

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:

- Indemnifying Destination NSW for all work carried out.
- Abiding by a suppliers code of conduct as issued by the NSW Government.
- Ownership of all intellectual property (including copyright, plans and procedures) 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
- 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 with 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 period outlined above, the successful service provider will be required to work in the Destination NSW Offices, currently located at Level 2, 88 Cumberland Street, The Rocks, within normal business hours (9am – 5:30pm).

Flexibility with work hours will be required, with extended working days/hours as detailed in the Specification of Services Required above. No overtime will be paid, or time in lieu provided.

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 demonstrated work-related travel costs may be reimbursed.

A dedicated Access & Inclusion mobile phone will be provided for work-related purposes.