

Request for Quotation – Operations Assistant, Infrastructure and Logistics, Vivid Sydney 2025, 2026 and 2027.

Request:

Destination NSW is seeking applications and itemised quotations for the provision of Operations Assistant, Infrastructure and Logistics 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.

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 Friday 14 February 2025 (AEST)
RFQ closing date	10:00am Friday 21 February 2025 (AEST)
Interviews	Week commencing Monday 24 February 2025
Successful contractor notified	Week commencing Monday 24 February 2025
Unsuccessful contractor(s) notified	Week commencing Monday 24 February 2025
Commencement of Contract	Monday 3 March 2025

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 experience in event operations and event management, preferably for large-scale major events or outdoor festivals.	25%

Excellent administrative and project management skills, high levels of proficiency with Microsoft Office. Demonstrated experience in writing and revising project-based documentation including schedules, presentations, databases and timelines.	25%
Strong written and verbal communication skills, excellent attention to detail, and experience developing and maintaining internal and external relationships. Proven ability to work effectively in a team under tight deadlines in a high-pressure environment and ability to balance priorities, preferably in a major events or festivals context.	20%
Compliance with this 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. 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 achieved. The milestones will be set out in the contract to the Supplier. Applicants note that payments will may not 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 **Operations Assistant (Infrastructure and Logistics)** supports the Event Operations Manager, Infrastructure and Logistics and Event Operations Coordinator, Infrastructure and Logistics in the planning, management and implementation of event operations.

The **Operations Assistant** works collaboratively with key Vivid Sydney and Destination NSW staff in 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:

- Operations assistance during the planning of Vivid Sydney
- Operations assistance during the event live period across all Vivid Sydney sites and locations, including any applicable third-party precincts
- Support the Operations team to liaise with relevant suppliers and contractors as required
- Assist in the Event Control Centre during the festival period

This work includes assisting with 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: Event Operations Manager, Infrastructure and Logistics, Vivid Sydney

Roles reporting to this position: Casual event staff and event operations contractors and suppliers.

Key Accountabilities:

- Assist in the planning of Event operations with roles that include but are not limited to:
 - Signage – work with the DNSW digital content team to create required signage files; liaise with signage suppliers; manage signage inventory both pre-event and during the event; ensure correct signage distribution onsite to precinct management team; ensure signage is erected as per expectations and signage plans around site.
 - Accreditation – work with the DNSW digital content team to create required graphics files; liaise with signage printing suppliers; contact and collate named accreditation information from internal DNSW teams; ensure correct distribution of accreditation to all stakeholders.

- Vivid Sydney Inductions – work with the Operations team to understand and own the new induction platform Sine and to help send out and collate responses from all stakeholders; work with our Safety – Risk contracted suppliers on the collation of all stakeholder inductions; use Monday.com board to keep track of statuses.
- Supplier documentation – support the Operations Coordinator to chase stakeholders for required documentation pre-event, and to collate, save and update status in Monday.com board.
- Vivid Sydney Partner documentation – as per above, for all Partner documentation required.
- Assist with the set-up of the Event Control Centre.
- 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.
- Assist with the details and bookings for some of the smaller (under \$10k value) Vivid Sydney operational suppliers, e.g. Golf Carts / Buggies / Weather platform suppliers / others as required.
- Assist with the Storage / inventory management including preparing the site shed packs, and pre / post event inventory lists.
- Support the operational planning and onsite requirements of the Vivid Sydney Pillars (Music / Food / Ideas) operations and productions team.
- Help with onsite bump in checks of exact VMS and other asset locations installs with the Vivid Sydney Technical Operations delivery team.
- Help to coordinate busking locations (signage / placement).
- Help organise the Training Day for internal and external stakeholders for event software platforms.
- Assist in updating some details in the Vivid Sydney Event Management Plans (e.g. contact lists, radio lists, etc).
- Other operational support as required.

General Items:

The successful supplier must provide:

- Appropriate public liability insurance noting Destination NSW as an Interested Party. 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.
- 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, internet access and business cards.
- Parking is not provided however 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	3 March 2025 – 15 June 2025
Period 2: Vivid Sydney 2026	16 February 2026 – 14 June 2026
Period 3: Vivid Sydney 2027	15 February 2027 – 13 June 2027

Destination NSW will advise the successful contractor in writing within 60 days after each contract period ends if it wishes the option to renew the contract for the Option. 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.

Destination NSW acknowledges that the successful supplier is not required to work public holidays, however the Supplier must be available for public holidays that fall within the Event period(s).