

BELFAST INTERNATIONAL ARTS FESTIVAL TENDER FOR PROGRAMME & OPERATIONS ASSISTANCE



You are invited to submit a tender/quotation for the provision of Programme & Operations Assistant services for the 2017 Belfast International Arts Festival.

Belfast International Arts Festival (formerly known as Belfast Festival at Queen's) was established as an independent charitable company in May 2015. The event is the largest multi-disciplinary arts festival in Ireland promoting artistic collaboration and audience engagement by presenting the best of emerging and established international and local professional arts. Put simply, its purpose is to create a genuinely civic event of contemporary arts and ideas and of international appeal and stature. For over 50 years, the Festival has delivered a programme of world-class arts events, the majority of which would not otherwise be seen in Northern Ireland, to an audience which in 2015 came to 70,000 people. The Festival presents events in a wide range of art forms in around thirty venues throughout the city.

The Festival's mission is to be the preeminent, progressive international arts event within Northern Ireland, actively engaging both global and local communities in the richness and diversity of contemporary arts practice. With our partners throughout the entire city, we seek to create a distinctive environment for audiences to enjoy and participate in inspirational and transformative aesthetic experiences from world-class artists, thinkers and leaders.

We do this by:

- presenting a wide range of contemporary arts and cultural events of the highest possible international standard to the widest possible audiences from home and abroad
- reflecting contemporary culture from across the globe to audiences from Belfast, NI and visitors to the province
- offering an international showcase for the best of Northern Ireland contemporary culture
- presenting events which cannot easily be achieved by any other UK or Irish arts organisation through innovative programming and a commitment to creating new work
- actively ensuring equal opportunities and access for all sections of our communities to directly experience, participate in and enjoy the Festival
- collaborating and partnering with arts and community organisations across Belfast to create an annual city wide, cultural celebration
- ensuring the Festival has adequate financial resources and expertise to fulfil its mission and address its overall sustainability

Our **guiding principles** reflect the importance of:

- Global Connections
- Community
- Collaboration and Partnership
- Access and Diversity

The 2017 **Belfast International Arts Festival** will take place between 6th and 28th October, (with a special extension to 3rd December to facilitate the 'Poppies: Weeping Window' exhibition at the Ulster Museum), and will bring events and experiences from all over the world to Belfast audiences. The Service Provider will be responsible for assisting with the delivery of events and will work collaboratively with operational departments as well as volunteers and participating artists, companies and venues. They are responsible to the Programme & Operations Manager and will be expected to liaise with both the Festival Director and various production contractors in addition to festival staff, venue managements, PSNI etc. This position is very specialised and non-routine, therefore the successful Tender must have a flexible approach to working hours and duties.

The Festival now wishes to engage the services of a Programme & Operations Assistant to support for the 2017 edition of the Belfast International Arts Festival. The core functions of this role will involve artist liaison including ensuring that the requirements of their riders are met, scheduling and managing local transfers and pick-ups and co-ordinating and managing Festival Volunteers and Ambassadors. **A Summary of Services required for this engagement is attached at Schedule A.**

This contract is offered with the estimate that it will require approximately 490 hours of delivery across the period 1st August to 3rd December 2017 – this is not a fixed period/number of hours and could be less or more. Please note that during the 4-week duration of the Festival in October, the time commitment needed to ensure full delivery of the service significantly increases above the time that will be required during the August/early September, and November/December time period.

Due to the nature of the events held during Festival, and the proximity of the Festival Offices to the venues being used – we suggest that you will find it more convenient to use our Offices on Royal Avenue, Belfast as your base.

Festival reserves the right to extend the engagement to cover the 2017 and 2018 Festivals. This will be subject to Festival's evaluation and assessment of the service delivered, the resource needs for the Festival going forward, and the organisation's funding position.

You are invited to submit a written proposal. Notes and instructions are detailed below.

Notes and Instructions

1. Applicants should note that it is their sole responsibility to ensure that their proposals are complete and accurate. Where the information requested has not been provided, and no explanation has been given as to its omission, the Festival reserves the right to disqualify that Tender from the process.
2. Proposals will only be accepted by email and must be submitted to Naomi Conway at **recruitment@belfastinternationalartsfestival.com** by **4pm on Thursday 22nd June 2017**. Once the closing date and time is reached, there will be no further opportunity for any re- submission of documents.
3. Festival may, in exceptional circumstances and at its own discretion, extend the closing date and time for the submission of proposals. Any such extension would apply to all Tenders and would be communicated as such via email.
4. Attention is drawn to **Schedule A**, which contains a **Summary of Services** for required engagement. Supporting documentation illustrating how you best meet these services and criteria should be included as part of your Tender. It is however mandatory to include details of nominated individuals within applicant organisations that will be charged with the responsibility of delivering both the entire contract and specific service elements of it. As such, CVs of all individuals involved should be submitted with the application.
5. The fee quoted in Schedule B (Pricing and Information Schedule) should be on a 'best-bid' basis and should remain fixed for 60 days from the closing date for submissions. It should clearly set out the total Fee and may give a breakdown of this. Any additional costs being submitted as part of the Tender, for example transport/mileage, expenses, telephone charges, must be clearly itemised, and the combined total of the Tender/Quotation clearly identified. If you are obliged to charge VAT then your total Tender/Quote must be inclusive of VAT and any VAT element itemised.
6. The criteria for the award of the contract shall be the most economically-advantageous proposal based on the following:
 - Proposed fee
 - Relevant experience
 - Completeness of services offered in relation to Schedule A.
7. Applicants may be required to attend for interview, following evaluation of their proposals, and will be notified of the requirement to attend for interview within 5 days of the closing date for submission of proposals.

8. Attention is drawn to the Conditions of Contract enclosed as Schedule C. Applicants should ensure that any documentation submitted with the proposal do not contain, or bear printed thereon, terms and conditions or general restrictions which conflict with these terms and conditions.
9. Applicants must be explicit and comprehensive in their responses as this will be the single source of information on which proposals will be evaluated. Applicants are advised neither to make any assumptions about their past or current supplier relationships with the Festival, nor to assume that such relationships will be taken into account in the evaluation process.
10. All information provided by the Festival, either within this exercise, or during any resultant contract, shall be treated as confidential and should not be disclosed to any third party without the Festival's prior permission. Similarly, all information provided by the applicant will remain strictly confidential.
11. Festival is committed to meeting its responsibilities under the Freedom of Information Act 2000.

Accordingly, all information submitted to Festival may need to be disclosed and/or published. If you consider that any of the information included in your application would give rise to an actionable breach of confidence and/or would prejudice your commercial interests, and/or constitute trade secrets ("commercially sensitive") please identify it and explain (in broad terms) what harm might result from the disclosure and/or publication. You should be aware that, even where you have indicated that information is commercially sensitive, we may be required to disclose and/or publish it, whether or not your application is accepted. Whilst information of a sensitive nature will not normally be disclosed and/or published, in certain circumstances the Festival may be required to disclose and/or publish such sensitive information where the public interest in its disclosure and/or publication outweighs the public interest in keeping such information confidential.

12. Festival shall not be responsible for the payment of expenses incurred by any applicant.
13. Festival is not committed to accept the lowest or any offer.
14. Festival shall not be responsible for any additional payments over and above the agreed price for the successful appointee.

Any questions regarding the quotation process may be obtained by emailing:

Naomi Conway
T: 028 9033 2261
E: recruitment@belfastinternationalartsfestival.com

BELFAST INTERNATIONAL ARTS FESTIVAL TENDER FOR PROGRAMME & OPERATIONS ASSISTANCE

Overview of Purpose

The core function of this service is to work closely with the Programme & Operations Manager to assist and support the operational delivery of the 2017 Festival. The Service Provider will manage and co-ordinate all Festival Volunteers and Ambassadors across all Festival events and venues, liaise with artists helping to make their Festival experience memorable, ensure all artist riders are fulfilled, assist in organising local travel/ground transfers and pick-ups.

Services: Summary of Services Required

- To lead and be the first point of contact for Festival Volunteers and Ambassadors, co-ordinating the volunteer and voluntary front of house teams. Including, but not limited to - recruitment, training, scheduling, monitoring, supervising and co-ordination across all venues and events
- Update and maintain confidential information and manage volunteer databases
- Manage and ensure that all artist riders and dressing room requirements are met to the highest standard
- Arrange and monitor airport/hotel/venue transfers for all visiting artists
- General artist welcome and hosting during their time at festival to ensure they have the best possible experience
- On occasion to act as Front of House Manager at events including those outdoor or at site-specific locations
- Work with the Programme & Operations Manager to ensure artists due cash per-diems receive them promptly and sign all relevant receipts for processing by finance
- Provide support in setting up event venues for launches, receptions, volunteer training and end of festival get-togethers
- Provide general administrative support as would be expected of a member of a small office staff.
- Maintain accurate statistical records and data that can be used by other staff for evaluation and reporting to funders on events
- To contribute in evaluating the success of the volunteer programme and the service delivered
- Compliance with all Festival policies and procedures, including but not limited to: Finance & Procurement, Health & Safety, Protection of Children and Vulnerable Adults, Equal Opportunities, Data Protection

Requirements: The Service Provider must demonstrate in the Tender/Quote that they meet the following requirements

- A third level education qualification or equivalent
- A minimum, or equivalent of, 1-years full-time experience in a relevant post in an arts environment
- Have experience of operational management and/or stage management and/or technical management and/or production management experience in arts forms such as theatre, music, dance or opera
- Experience of working with volunteers in an arts context
- Experience of problem solving and complaint handling
- Be fully available and willing to work un-social hours during the period of the Festival events. This will include evenings and weekends

Requirements: The Service Provider must also demonstrate

- Good computer skills, including experience of using Microsoft Office Word and Excel for a range of communications and database/statistical recording
- Excellent time management skills, with the ability to plan and organise effectively
- Excellent interpersonal skills and ability to be articulate and persuasive in verbal and written communications
- Ability to work as part of a small team
- Ability to work on own initiative

**BELFAST INTERNATIONAL ARTS FESTIVAL
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SUBMITTING YOUR TENDER

In a separate document:

1. Confirm that you can deliver the full range of Services as set out in Schedule A and summarise the relevant background, knowledge and skills you can bring to the Festival.
2. Give details of your qualifications and experience that clearly illustrate and support how you meet the full Requirements outlined in Schedule A.

Your response to point 1 and 2 should be no longer than 1,000 words.

3. The total cost of your Tender/Quotation (including any VAT if Festival will be invoiced for VAT). Please also complete the detailed breakdown of costs as set out below in **Pricing**.
4. Include a full CV for all individuals/parties involved in delivering this Service.
5. Contact details for a minimum of two referees which should clearly illustrate and support how you meet the requirements outlined in **Schedule A**.

Pricing - Total Tender/Quotation

1. Service Fee Cost to deliver the Service at Schedule A	£:
2. Expenses Itemise any expenses you will incur delivering this Service, such as - Travel - Telephone charges - Other: give details - Other: give details	£: £: £: £:
TOTAL This is the total of 1. & 2. above, including VAT if Festival will be invoiced for VAT).	£:

Appointment of Programme & Operations Assistant Services to the 2017 Belfast International Arts Festival

CONDITIONS OF CONTRACT

1 The Work

- 1.1 The service provider shall complete the work with reasonable skill, care and diligence in accordance with the contract.
- 1.2 The service provider shall provide the Festival with such reports on the work at such intervals and in such form as the Festival may from time to time require.
- 1.3 The nominated individual, responsible for management and operation of the overall contract, shall remain in that capacity unless by prior agreement with the Festival, or in the event of circumstances beyond the appointee's control.
- 1.4 The Festival reserves the right, by notice to the appointee to modify its requirements in relation to the work, and any alteration to the contract price or the completion date arising by reason of such modification shall be agreed between the parties. Failing agreement, the matter shall be determined by arbitration in accordance with the provisions of Condition 10.
- 1.5 The Festival reserves the right to extend this contract, on agreement with the appointee, to extend the engagement to cover the 2018 and 2019 Festival.

2 Fees and Expenses

- 2.1 The Festival shall pay to the service provider's fees at the rate specified in the contract and/or the Purchase Order.
- 2.2 The Festival shall reimburse the service provider the amount of all expenses reasonably and properly incurred in the performance of the work, in line with the expenses detailed in the tender proposal. The service provider will adhere to the Festival's Travel Policy and Travel Regulations as if they were an employee of the Festival. The Festival's Travel Policy is that employees are reimbursed the actual cost of expenses incurred wholly, exclusively and necessarily in the performance of duties of their employment subject to the rules and rates laid down in the Travel Regulations. Nothing in this clause should be taken to mean that the appointee is an employee of the Festival.
- 2.3 Unless otherwise stated in the contract and/or the Purchase Order, payment will be made by the end of the month following that in which a valid and accurate invoice is received, for work completed to the satisfaction of the Festival.
- 2.4 Value Added Tax, where applicable, shall be shown separately on all invoices as a strictly net extra charge.
- 2.5 Expenses, where applicable, shall be shown separately on all invoices and shall include a breakdown of expenses.

3 Indemnities and Insurance

- 3.1 The service provider shall indemnify and keep indemnified the Festival against all actions, claims, demands, costs and expenses incurred by or made against the Festival in respect of any loss or damage which arises from any advice given or anything done or omitted to be done under this contract to the extent that such loss or damage is caused by the negligence or other wrongful act of the appointee, his servants or agents.
- 3.2 The service provider (if an individual) represents that he is regarded by all relevant crown bodies and agencies, such as Her Majesty's Revenue & Customs, as self-employed and accordingly, shall indemnify the Festival against any tax, national insurance contributions or similar impost for which the Festival may be liable in respect of the appointee by reason of this contract.
- 3.3 The service provider shall effect with an insurance company or companies acceptable to the Festival, a policy(ies) covering all the matters which are the subject of the indemnities and undertakings on the part of the appointee contained in this contract, in the sum of £500,000 at least in respect of one incident and unlimited in total, unless otherwise agreed by the Festival in writing.
- 3.4 If requested, a certificate evidencing the existence of such a policy(ies) shall be provided by the appointee to the Festival.

4 Employment Discrimination

4.1 The service provider shall not unlawfully discriminate within the meaning of any relevant legislation or any statutory modification or re-enactment thereof relating to discrimination in employment whether by race, ethnic or national origin, colour, creed, disability, political belief, membership of or activities as part of a trade union, social or economic class, sex or gender, sexual orientation, marital or parental status or other family circumstance or any other ground not relevant to good employment practice. The service provider shall take all reasonable steps to ensure the observance of these provisions by all servants, employees or agents of the appointee and all sub-contractors employed in the execution of the contract.

5 Confidentiality

5.1 The service provider shall not disclose, and shall ensure that his/her employees do not disclose, any information of a confidential nature obtained by him/her by reason of this contract except information which is in the public domain otherwise than by reason of a breach of this provision.

5.2 The provisions of this condition shall apply during the continuance of this contract and after its termination howsoever arising.

6 Termination

6.1 Either party shall be entitled to terminate this contract by giving not less than thirty days' notice to that effect.

6.2 Termination shall not prejudice or affect any right of action or remedy that shall have accrued or shall thereupon accrue to the Festival and shall not affect the continued operation of the contract.

7 Recovery and Sums Due

7.1 Wherever under this contract any sum of money is recoverable from or payable by the service provider, that sum may be deducted from any sum then due, or which at any later time may become due, to the appointee under this contract or under any other agreement or contract with the Festival.

8 Assignment, Sub-Contracting and Procurement of Services

8.1 The service provider shall not assign or sub-contract any portion of the contract without the prior written consent of the Festival. Sub-contracting any part of the contract shall not relieve the service provider of any obligation or duty attributable to him/her under the contract or these Conditions.

8.2 Where the Festival has consented to the placing of sub-contracts, copies of each sub-contract shall be sent by the service provider to the Festival immediately it is issued.

8.3 The service provider shall abide by the procurement guidelines and requirements operated by the Festival's public funders including but not limited to The Arts Council, Belfast City Council, Department for Communities and Tourism NI. The service provider shall maintain records for the purchases of equipment, materials or services related to this agreement and shall make available such records to the Festival as and when requested.

9 Status of Contract

9.1 Nothing in the contract shall have the effect of making the appointee the servant or employee of the Festival.

10 Arbitration

10.1 All disputes, differences or questions between the parties to the contract with respect to any matter or thing arising out of or relating to the contract other than a matter or thing as to which the decision of the Festival is under the contract to be final and conclusive, and except to the extent to which special provision for arbitration is made elsewhere in the contract, shall be

referred to the arbitration of two persons one to be appointed by the Festival and one by the appointee, or their Umpire, in accordance with the provisions of the Arbitration Act 1950 or any statutory modification or re-enactment thereof.

11 Headings

11.1 The headings to Conditions shall not affect their interpretation.

12 Anti-Bribery and Anti-Corruption

12.1 The service provider shall:

- (a) comply with all applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 ('Relevant Requirements');
- (b) not engage in any activity, practice or conduct which would constitute an offence under sections 1, 2 or 6 of the Bribery Act 2010 if such activity, practice or conduct had been carried out in the UK;
- (c) have and shall maintain in place throughout the term of this agreement its own policies and procedures, including but not limited to adequate procedures under the Bribery Act 2010 (section 7(2) and any guidance issued under section 9, sections 6(5) and 6(6) of that Act and section 8 of that Act respectively) to ensure compliance with the Relevant Requirements and will enforce them where appropriate;
- (d) ensure that all persons associated with the appointee, including employees and sub-contractors, or other persons who are performing services in connection with this agreement comply with this Clause; and

12.2 In the event of any breach of this by the service provider or by anyone employed by them acting on their behalf (whether with or without the knowledge of the service provider):

- (a) the service provider shall immediately give the Festival full details of any such breach and shall co-operate fully with the Festival in disclosing information and documents which the Festival may request; and/or
- (b) the Festival shall (without prejudice to any of its rights or remedies under this agreement or otherwise) be entitled by notice in writing to terminate this agreement immediately; and
- (c) the appointee shall be liable for, and shall indemnify and keep the Festival indemnified, in respect of any and all loss resulting from such termination.

12.3 In any dispute, difference or question arising in respect of:

- (a) the interpretation of this Clause; or
- (b) the right of the Festival to terminate this agreement; or
- (c) the amount or value of any gift, consideration or commission

The decision of the Festival shall be final and conclusive.

13 Governing Law

13.1 These Conditions shall be governed by, and construed in accordance with, Northern Ireland Law and the service provider hereby irrevocably submits to the jurisdiction of the relevant Courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the Festival to take proceedings against the appointee in any other court of competent jurisdiction.