

School Council
Expression of Interest (EOI)
Provision of Music Tour / Travel Services December 2020 – Eltham High School

Reference Number: 2020-1

Submission Details:

Closing Time: 4 January, 2020

Place of Lodgement: Eltham High School, Withers Way, Eltham, 3095

Receiving Staff Member: Tim Natoli

Additional Details: All EOI submissions must be hard copy, in a sealed envelope, clearly marked '**To the Principal - Expression of Interest – USA Music Tour, December 2020.**'

Please provide three hard copies of your EOI submission.

The submission must also be provided via email.

EOI submissions must be received at the following email address before the Closing Time:

nao@elthamhs.vic.edu.au

Submissions must follow the format attached, including the completion of all Forms, plus supporting documentation and any additional requested information.

CONDITIONS

1. EOI Presentations

Eltham High School ("the School") does not warrant the accuracy of the content of the EOI. The School will not be liable for any omission from the EOI document.

2. Confidentiality

The School may require persons and organisations wishing to access or obtain a copy of this EOI (or information relevant to this EOI) to execute a deed of confidentiality in a form required by, or satisfactory to, the School before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the School, all persons obtaining or receiving this EOI and any other information in connection with the EOI must keep the contents of the EOI and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this EOI.

3. EOI Documents

All responses to the EOI and any accompanying documents will, upon submission, become the property of the School. The School will not return any of these documents.

By submitting a response to this EOI, the service provider licenses the School to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

4. Enquiries

Enquiries concerning the EOI must be made to the following Contact Person:

Name: Tim Natoli
Title: Assistant Principal
E-mail: nao@elthamhs.vic.edu.au

All enquiries concerning the EOI must be in writing and can only be made up to three (3) days prior to the Closing Time.

The School will respond to enquiries correctly lodged in accordance with the above conditions in writing.

Should a service provider contact any person other than the Contact Person nominated above (including but not limited to: any parents and School Council member or office bearer, employee, school employee, departmental officer or an employee of the current provider) in regards to this EOI, it may be disqualified from the EOI process and may be ineligible for consideration.

5. Late EOI

If an EOI is lodged after the Closing Time, it may be disqualified from the EOI process and may be ineligible for consideration unless:

- The service provider can clearly document to the satisfaction of the School that an event of exceptional circumstances caused the EOI to be lodged after the Closing Time; and
- The School is satisfied that accepting a late submission would not compromise the integrity of the process.

The determination of the School as to the actual time that the service provider's response is lodged is final. All EOIs lodged after the Closing Time will be recorded by the School. The School will inform service providers whose EOI was lodged after the Closing Time of their ineligibility for consideration.

6. Incomplete EOIs

If an EOI does not include all the information in the format required by the EOI or is incomplete in any way as determined by the School in its sole discretion, it may be rejected.

7. Validity of EOIs

An EOI will be valid for acceptance by the School for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

8. Unauthorised Communication and Improper Assistance

Service providers are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the School. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the School in preparation of their proposal may, in the absolute discretion of the School, lead to disqualification of an EOI submission.

9. Reservation

The School reserves the right to, in its absolute discretion, refuse to consider or accept any EOI or all EOIs. The School will not necessarily accept the lowest priced EOI nor any other EOI. The School further reserves the right to:

- a) Reject all EOIs without giving reason for the rejection; and
- b) Accept a portion or the whole of any EOI at the price or prices quoted unless the EOI states specifically to the contrary.
- c) Negotiate with one or more service providers and allow any service provider to vary its EOI.

10. Preferred service provider

Selection as a preferred service provider does not give rise to a contract (express or implied) between the preferred supplier and the School Council for the supply of Services. No legal relationship will exist between the School and the preferred supplier until such time as a binding agreement is executed by both parties.

11. Conflict of Interest

When submitting its submission, the service provider must declare any actual or potential conflicts of interest which may arise between the service provider and the School or the School and any subcontractor which the service provider proposes to engage in respect of the supply of Services.

EOI DETAILS

1. Background

Eltham High School is a large secondary school on the urban rural fringe of north eastern Melbourne. The school's primary focus has always been to enhance student outcomes through the provision of high quality teaching and learning strategies.

Eltham High School is renowned for their Music Program both nationally and internationally, and has few equals both within the Independent and Government School sectors in this regard.

The standard of the ensembles is extremely high and students have a significant commitment to the program as a part of their education. In fact, many students have specifically chosen Eltham High School to ensure that they have access to the Music Program. This program involves working with specialised conductors and instructors, rehearsing, and performing in specialised venues, playing music that is often commissioned specifically for their ensemble, and touring both nationally and internationally.

The International Tour for the Symphonic Band is an important element of the program and is seen as a highlight by our students. Not only does the tour allow the ensemble performance opportunities on the international stage, it also ensures students have access to experts and professionals to assist in improving the level of their own performance and provides them with an additional perspective on playing in an elite Wind Band ensemble.

While the band tours to various parts of Australia annually, the school has a long tradition of running international tours that typically occur every two to three years. Recent tours include:

- 2010 tour to China
- 2014 tour to Chicago and New York for the Midwest Music Festival
- 2017 tour to Japan

2. Scope

Length of Service:

To provide the school with travel services associated with planning, booking and the provision of in-country support for a Music Tour to the USA between the dates of the 5 – 12 December, 2020.

School Council statement:

The School Council wants the service provider to provide a safe and high quality music tour for approximately 60 students and 6 staff members, with an itinerary that is affordable, but that also provides music related experiences for which either meet or exceed the standard set by previous tours. Details of the expected components of the tour are included below in section 3.1 'Offer Requirements'

Required regulatory compliance:

It is the responsibility of the selected service provider to comply with the *National Law and National Regulations* at all times. Any updates or changes to the facilities to meet these requirements will be the cost/ responsibility of the service provider.

Child Safe Standards:

As of 2016, all early childhood services and schools are required to comply with Child Safe Standards; they include seven standards designed to ensure organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse. The standards are as follows:

- Strategies to embed an organisational culture of child safety
- A child safe policy or statement of commitment to child safety
- A child safety code of conduct
- Screening, supervision, training and other human resources practices that reduce the risk of child abuse

- Procedures for responding to and reporting suspected child abuse
- Strategies to identify and reduce or remove risks of child abuse
- Strategies to promote child participation and empowerment

Capability of provider:

A person's capability to operate as a school camp service provider is of critical importance. It is expected that the service provider will be able to comply with all relevant state, national and international legislation regarding the provision of travel services.

Referees:

Service providers are required to nominate three (3) customers to whom they currently provide similar services. The School reserves the right to also contact known customers of the service provider to seek customer feedback. Feedback will be sought in respect of, but not limited to, the service provider's performance, charges, responsiveness and complaint resolution.

3. Important Dates

- EOI Closing date: 4-1-2020
- Preferred service provider informed of decision and beginning of contract negotiations: 21-1-2020
- Commencement of contract: 28-1-2020

4. Reporting and meeting requirements

The service provider's representative is required to meet, where requested, with a nominated representative, on an ad hoc basis throughout the organisation for the tour pre-departure.

The service provider will be required to report to a nominated representative, School Council or subcommittee as follows:

On an ad hoc basis, which would be required to be responded to within ten (10) business days:

- All complaints received and any action taken to resolve these complaints and the timeframes for resolution
- Child, parent and staff feedback

Report the following within two business days:

- Incidents, injuries or issues that have impacted in the health, safety or wellbeing of any child
- Occupational health and safety matters
- Where the service provider has been charged with a criminal or regulatory matter, found guilty by court, cautioned, or otherwise pursued by either the Police, Local Authority or other regulatory body or subject to enforcement activity.

A report prior to the commencement of the tour detailing any accompanying staff members (from the prov, contact details and a copy of the Working with Children Check.

Key Performance Indicators (KPIs)

KPI	Performance Target
Customer Service	100% of <i>final</i> itinerary / program items are delivered unless otherwise agreed by the school while in-country.
Reporting	100% of reports to School Council are delivered within the nominated timeframes.

Submissions must address the service provider's provision of quality management systems and key KPIs used to track the performance of the contract.

5. Selection Criteria

The selection criteria for rating responses received from service providers are as follows:

1. Quality:

- Demonstrated experience in, and capacity to provide travel services to a large musical ensemble in the USA.
- Demonstrated experience in, and capacity to provide a program or itinerary suited to a high level Wind Ensemble for a music tour.

2. Value for money:

- A proposed itemised cost structure that offers value for money for families.

3. Policies and processes:

- Demonstrated commitment to enacting policies and processes that reflect the needs and values of the school community.

The above selection criteria are not presented in any particular order or ranking.

6. Contract Documentation

The successful service provider will be required to enter into an agreement with the School Council under the terms and conditions, as attached to this EOI.

Special conditions may be included subject to the agreement of the School Council.

FORM 1 – COMPANY DETAILS

Attached is the Expression of Interest submitted by:

Business / Corporation / Person: (Businesses list all proprietors)	
Postal Address:	
Street / Physical Address:	
Australian Business Number (ABN):	ABN: OR • Will you be applying for an ABN? Yes <input type="checkbox"/> No <input type="checkbox"/> (mark appropriate box)
Contact Name, Phone and Fax No:	
Contact email address:	
Authorised Signature(s):	
Name(s):	
Date:	

FORM 2 – SPECIFICATION STATEMENT

Please provide a written statement including:

- How you are best placed to meet the scope of this EOI
- Details of your knowledge and previous experience in delivery of travel services for music tours.
- Any value added services, such as innovation in services offered that you would like to highlight as part of your submission.

FORM 3 – OFFER REQUIREMENTS

1. Does your organisation understand and agree to provide the travel services based on the requirements provided below

Yes No

Provision of a tour over 16 nights, from 5-21 December 2020, departing Melbourne and travelling to Washington DC, New York and Chicago. There will be approximately 60 students and 6 staff attending the tour.

The following components must be met by the successful supplier:

- Provision of all International and Domestic Flights. Note: All flights are to be sourced from Qantas or Oneworld alliance partners to minimise risks and ensure quality service in the transport of Musical Instruments.
- Provision of Bus transfers between each city, and for sight-seeing activities
- Provision of accommodation at a minimum of 3 star level: Each staff member will require their own room. Students can be accommodated in shared accommodation, with multiples in a room as long as they all have a bed (no fold away beds). The rooms must be centrally located to where they are performing/attending workshops etc.
- Provision for meals (Breakfast and dinner included, lunches excluded)
- Provision of a program of workshops, performances, rehearsals as appropriate for a high-level wind ensemble across the course of the tour, including arrangements to work with guest Clinicians/Conductors for the scheduled activities.
- Provision of appropriate venues for rehearsal, workshops and performances to suit high-level wind ensemble.
- Registration with, and associated arrangements for attendance at the Midwest Clinic Conference between 16 and 19 December 2020.
- Provision of an appropriate program of sightseeing events, including both cultural and artistic opportunities such as attendance at high level music performances such as the Metropolitan Opera etc. This includes organizing of transport and reservations.
- Provision of a schedule of part payments to be collected from the parents and paid by the School to the Service provider.

Response (Include proposed Itinerary and inclusions / exclusions here):

2. Does your organisation understand and agree that the proposed Commencement Date for the tour is 5-21 December 2020

NOTE: This date is proposed only and the exact commencement date will be agreed to by the school and any successful service provider and may depend on specific details involved in the travel itinerary.

Yes No

3. Has your organisation made full disclosure of all fees and charges in the Form 6 - Pricing Schedule?

Yes No

If No, please provide details:

FORM 4 – SCHOOL CAMP SERVICES – QUALITY OF SERVICES

1a. Please provide detailed information on the range of services you can offer to the school in the organisation of a Music Tour:

Please show you will approach and address the following specific needs of the school:

- *The organisation of a high level program of performance, workshop and rehearsal opportunities for a Wind Ensemble*
- *The organisation of appropriate sightseeing and cultural opportunities that meets the needs of a high level Wind Ensemble.*
- *Transportation and associated logistics for an ensemble of approximately 60 members and their musical instruments.*

Response:

2. Please identify how your organisation has implemented and compiles with the Child Safe Standards?

Response:

3. Please provide details of other similar music related tours that you have provided in the last 3 years.

Response:

FORM 5 – Proposed Itinerary and Costing

- Please provide a detailed proposal which outlines indicative arrangements for flights, accommodation, in-country transport, program of workshops and performances, program of sightseeing and any other arrangements and support which may be provided.
- Please provide a clear costing for the tour indicating the total cost based on 60 paying students and 6 non paying staff. Outline the schedule of payments up until the final balance is due and outline how the cost will be secured against unforeseen circumstances such as changes to the exchange rate etc.
- Please provide details of the level of support available to the school and students pre-departure to ensure the smooth running and organisation of the tour.

FORM 6 – CONFLICT OF INTEREST DECLARATION

I / We, _____(the approved provider), make the following declaration of any actual or perceived conflict of interest, including but not limited to any pecuniary or other interests in [insert school name] or any relationships our staff and office bearers have with [insert school name] management, staff and/or School Council members.

Name (print)

Signed:

Date:

FORM 8 - REFEREES

1. Where possible, provide details of up to three (3) customers (preferably schools) to which your organisation has/is provided/providing a similar Service. NOTE: These schools MAY be contacted to verify past/present performances.

ORGANISATION	CONTACT PERSON	CONTACT NUMBER	EMAIL ADDRESS