

REQUEST FOR PROPOSALS (RFP)
AS FOOD & BEVERAGES (F&B) MANAGEMENT
FOR RAINFOREST WORLD MUSIC FESTIVAL 2024

SARAWAK TOURISM BOARD (STB) is inviting applicants for the proposal as the F&B management for the Rainforest World Music Festival (RWMF) 2024 to be held on **28th – 30th June 2024**. The **27th edition** of the iconic RWMF is to be held fully physical at the Sarawak Cultural Village, Kuching.

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I. OVERVIEW:

The successful applicant will enter a contract with STB as the Official F&B Management for the RWMF 2024

II. ORGANIZATION INFORMATION:

SARAWAK TOURISM BOARD, a statutory body incorporated under the Sarawak Tourism Board (Incorporation) Ordinance 1994 with the following objectives:

- To increase tourist arrivals into the state
- To create awareness among the trade, media and public on the diversity of Sarawak in terms of tourism products, both regional and international.
- To position Sarawak as a prime destination for culture, adventure, nature, food and festivals.

III. EVENT DESCRIPTION:

Established in 1998 with an audience of only 300 people, the RWMF is now a major iconic annual event in the state's music calendar, eagerly anticipated by a crowd of over 24,000 people who flock from all around Malaysia as well as around the globe. It is a family-friendly event with an accent on participation, playing its role as a platform to highlight on Responsible Tourism through its greening initiatives, recycling and waste management initiatives and the use of shuttle buses to reduce carbon emission.

The festival aims to not only significantly promote tourism but also cultural exchange in the region. The festival provides a unique platform for artistes from different cultures to showcase their talents and celebrate diversity through music that transcends cultural boundaries and unites people. It is indeed an event which has attracted the world's attention in building destination branding, attracting business sponsorships and cross promotion opportunities in addition to contributing to multiplier effects on the economy and a spillover effect on sectors such as food & beverages, handicrafts, public transports, travel and tours, e- commerce and many more in and around Kuching.

This year, the festival will be held fully physical at the Sarawak Cultural Village that is able to accommodate more than 8,000 visitors per day. The duration of the festival is for three (3) days.

IV. APPLICANT RFP RESPONSE:

By responding to this Request for Proposal (RFP) the applicant agrees to be responsible to fully understand the requirements of the RFP. The Sarawak Tourism Board (STB) reserves the right to reject any or all responses to the RFP, to advertise for new responses, or to accept any RFP response deemed to be in the best interests of STB.

Acceptance of any RFP should not be construed as a contract nor shall indicate any commitment on the part of STB for any future events. The RFP does not commit the Sarawak Tourism Board to pay for any costs incurred in the submission.

V. APPLICANT INFORMATION:

All applicants must submit the following information:

- i. **Name of Applicant/Company:** Name of company & its principal (Malaysian Registered)
- ii. **Nature of Business/Services:** Description of services offered (must be related to F&B)
- iii. **Company Profile:**
 - Trade License (SSM Search & Form 9)
 - Products/Services Catalogue
 - Customer and Past Event Experiences
 - Manpower
 - 3 months latest Financial Statement
 - Partners profile (if any)

VI. RESPONSIBLE TO:

The applicant will be responsible to the Chief Executive Officer of STB.

VII. STATUS:

Contract

VIII. CONCEPT:

In line with the theme of "Evolution", the RWMF 2024 continues to take bold strides towards sustainability and responsible tourism. From eco-friendly initiatives to advocacy for greener practices, and the festival aims to inspire positive change for a better, more environmentally conscious future. RWMF 2024 will embrace the evolution of music expressions, the unity found in diversity, honour the wisdom of indigenous traditions and cultivate harmony.

IX. EXPECTATION:

We are seeking a visionary F&B vendor who can translate the RWMF's theme of "Evolution" into a culinary experience that transcends the ordinary. Your proposal should weave together innovative and delicious food offerings with sustainable practices, reflecting the festival's commitment to a greener future. In essence, we want you to transform this concept into F&B magic, creating a memorable journey for our festival-goers and elevating the RWMF's reputation as a leader in cultural and environmental consciousness.

X. SCOPE OF WORK:

F&B Management to cover:

1. A variety of local and international cuisines and beverages (tenant mix). Please note that the organiser has full right on anchor sponsorship for beverages. No alcoholic beverages or other beverages for which a partner brand sponsor has been secured by STB, or its corresponding competitor brand, may be sold at the festival except by authorised vendors who have entered into a written agreement with the event organisers (EO) and the respective brand sponsor(s). This includes, but is not limited to beer, soft drinks, and bottled water with branded labels. Vendors will be notified of official partner brand beverages prior to the commencement of the event/contract period and will receive updates if any changes or additions are made to the official partner beverage list.
 - i. Unauthorised vendors found selling any restricted beverages will be subject to immediate removal from the festival grounds and potential legal action.
 - ii. Vendors are permitted to sell tuak, wine, spirits, fresh fruit juices, cordial drinks, food, fruits, desserts (including ice cream), on the premise that there are no sponsors for any branded products.
 - iii. The selected F&B vendor is expected to embody and enhance the vibrant culinary landscape of Kuching, Creative City of Gastronomy.

OPTION 1:

- To work with the organiser (STB) and appointed event organiser on the Small, Medium and Large (SML) eco-friendly kiosks concept. Please note that for this option all kiosks will be provided by the organiser and successful bidder is to source for vendors and to set up marque and dining space at main F&B area in front of Orang Ulu Longhouse. The breakdown of S, M, L kiosks as follows: -

NO	TYPE OF KIOSKS	QUANTITY
1	Small (Size: 3M X 3M)	20
2	Medium (Size: 5M X 5M)	20
3	Large (Size: 6M X 6M)	20
<i>Note: Further info on Small, Medium and Large kiosks as in Appendix 1.</i>		

- To encourage participation from small business operators the fee for small type kiosks is **capped at RM800.00 for 3 days of the festival**. Fees for Medium and Large kiosks are to be decided by successful bidders with maximum rental fees set by the organiser as follows:

Small: RM800

Medium: Maximum RM2,500

Large: Maximum RM4,500

OPTION 2

- Bidders may propose their own unique kiosk design, provided it aligns with the overall festival concept as outlined in Item VIII. The design proposal must include full size specifications and details regarding materials used. Sustainable materials and practices are a prerequisite. Kiosks will be built at the bidder's expense and number of kiosks must be indicated.
 - STB is committed to working collaboratively with bidders on kiosk design proposals. However, STB reserves the right to reject any design that does not meet our expectations as outlined in Item VIII. In such cases, bidders will be required to select Option 1: Kiosk Rental.
2. An added advantage would be if the successful bidder is able to **secure and provide free drinking water dispensers** to be allocated at **30 water stations** at the festival ground. Locations of which will be determined by the EO.
 3. To manage vendors operation at designated areas based on clusters. The EO will provide the precise number of stalls in each area. Successful bidders are expected to work closely with the EO and the organizing committee to ensure the event's success.
 4. Management of F&B vendors will be based on highest bidding. Bidding starts at **RM150,000.00**.
 5. STB will promote and market RWMF 2024 aggressively. Vendors are encouraged and expected to also do their own promotion and marketing on their own social media platforms to boost awareness.
 6. Terms and conditions:
 - i. **Payment Methods**
 - a) Vendors are allowed to accept cash payment; however, cashless systems are encouraged.
 - b) All vendors are to provide **cashless payment** systems via platforms such as SPay Global, GrabPay, QR pay etc.

ii. **Greening Initiatives, Hygiene & Cleanliness**

- a) In promoting a greener and more responsible festival, the use of **single-use plastic or styrofoam packaging is strictly not allowed**. The usage of **biodegradable or eco-friendly** packaging throughout the festival is **mandatory**.
- b) All vendors are required to keep their stalls **clean and tidy** at all times and to ensure **good hygiene** is kept. Vendors are to dress neatly with clean aprons, caps, gloves and face masks while serving food.
- c) All vendors are to provide their **own trash bins** and **must segregate their waste by clearly distinguishing between organic food waste (for composting) and recyclable waste**.
- d) Stall vendors are **prohibited from simply disposing their waste** into drainage systems.
- e) All food vendors are **to ensure** their staff are given **typhoid injection** to prevent the spread of diseases. Inspection will be done by local authorities.
- f) To work with appointed service provider on **the installation of grease traps and sink strainers** plus **vendors should use of eco-friendly detergents**. This is importance in support of the organiser sustainability effort focusing on waterways conservation.

iii. **Vendor Management**

- a) Vendors are only allowed to sell food and fresh fruit juices only that have been **approved by STB**.
- b) The sale or marketing of products that compete with official sponsors or partners is **strictly prohibited**.
- c) Vendors are to display their **full price list** of items sold at their stalls. Prices are advised to be **reasonable based on quality and quantity**.
- d) The sale of **cigarettes, e-cigarettes or cigars is prohibited** at any of the stalls at the festival ground, except by official sponsors.
- e) Strictly **NO PORK or LARD** are allowed to be served throughout the festival and to consider a **halal section** within the festival grounds.
- f) Vendors are to appoint at least **one (1) person-in-charge** for each stall.
- g) All vendors are to operate from **10:00am to 12:00midnight** during the 3-day festival.
- h) All vendors' fixtures and furniture are to be **dismantled, removed and site cleared of debris at the end of the festival**

iv. **Rental Fee & Passes**

- a) **Complimentary passes** will be given to each vendor per day based on the following:

Entry Passes to F&B Vendor Areas Only	Vehicle Pass	Additional Entry Pass to F&B Vendor Areas Only	Access to Arena Grounds/Festival Concert Area
4 complimentary passes	2 passes	Top up of RM20.00 per person	Top up at RM250.00 per person

- b) Vendors are only entitled to top up a maximum of 4 more passes above their complimentary passes. Please note that the entry pass **DOES NOT** provide the vendors access to the arena grounds. Vendors who are keen to access the arena grounds will need to top up **RM250 per person** as indicated.
- v. **Construction & Decoration of Stalls**
- a) Vendors are **allowed to decorate** their stalls as appropriate without causing damages to the structural and/or facilities provided by STB. Any damage caused by the vendors or his/her contractor (if any) to STB or other vendors on common property shall be the responsibility of that particular vendor.
- b) Vendors must complete their decoration, stall set up and tear down as **standardised accordingly** based on approval by event organiser. Vendors who are keen to customise their kiosks shall seek advice from F&B management company and event organiser. (to be notified later).
- c) Only promotional materials such as **standees, buntings and banners** are allowed at each vendor stall.
- d) Vendors are to **confine their business display or promotional merchandise within the confines of the canopy. No exhibit or material**, which may cause danger or damages, will be allowed within the festival grounds. If the displayed products or services provided are not appropriately within scope of the F&B mart, or does not confirm with product list/services submitted to STB earlier, STB shall reserve the right to cancel the vendor's participation in the event and all payments collected will be forfeited.
- vi. **Safety & Security**
- a) All vendors are to ensure **NO faulty electrical appliances** are used. Overloading of electricity is strictly prohibited, as these would cause power failure to the site.
- b) STB, **shall not** under any circumstances be liable to the vendors for any loss or damage that they may suffer as a result of any act or omission of the part of STB, its employee, agent or contractor or due to circumstances beyond the operator's control including but not limited to an electricity blackout.
- vii. **Subletting**
Vendor's usage of space is non-transferable. Vendors found subletting the space without explicit permission could be evicted from the festival ground without explanation or no refund of payment made.
- viii. **Failure Of Services**
STB shall not be responsible for any loss incurred by the vendors directly or indirectly attributable to the cancellation, suspension or reduction of duration of the schedule exhibition from the period advertised or specified due to (a) Force Majeure (b) Act of war, military

activity and government statutory or civil authority requisition (c) Fire, flood, typhoon, acts of God, severe weather or combination of the above (d) Damages caused by an aerial object or aircraft (e) strikes or lockouts by workmen (f) Any other deemed beyond the control of STB.

ix. **Cancellation On Participation**

- a) STB reserves the right and without liability to terminate the application and any payment made hereof forfeited. In this case, STB shall also have the right to re-let the stand vacated by the said vendors. The vendors in default shall be liable to re-let the stand vacated by the said vendor. The vendor in default shall be liable to pay the entire participation fee to STB as liquidated damages for the loss of rental.
- b) For cancellation by STB, 100% collected payment will be refunded.

x. **Insurance, Liability & Risks**

- a) The onus is on vendor to take up appropriate insurance coverage against all claims arising from injury to person or loss of property in their respective stand throughout the festival period.
- b) All vendors are to indemnify and to keep indemnified STB against all actions, proceedings, claims, costs, charges, expenses and demands in respect of any injury to person or loss of property of the vendors during the event.
- c) The liability or risks of the employees, agents or exhibits shall be the responsibility of the vendors.

xi. **Damages**

Vendors will be liable for any damage to the walls or to any parts of the village in which their exhibits are placed and shall not paint or stick anything to the wall, alter the floor, ceiling, pillars or walls without prior written approval from the Organizer. All alterations to the wall, floor, ceiling, pillars shall be made good to its original condition.

xii. **Logo Usage**

STB and RWMF's official logos, all page headers, custom graphics, button icons and scripts are service marks, trademarks and/or trade dress of, may not be copied, imitated or used on in whole or in part, without the prior written permission.

IX DATE

- Friday, 28th June 2024
- Saturday, 29th June 2024
- Sunday, 30th June 2024

X. SELECTION:

Successful applicants who have demonstrated the capacity to meet our requirements will be notified via phone/email.

XI. SUBMISSION OF PROPOSALS:

Proposal must be sealed and clearly marked with the following: '**RFP Response – As F&B Management for Rainforest World Music Festival 2024**'. Submissions must be received in the form of hardcopy and softcopy (pendrive) **no later than 12 noon on 25th April 2024 (Thursday)** and should be delivered to:

The Chief Executive Officer
SARAWAK TOURISM BOARD
Level 4, Plaza Aurora
Jalan McDougall
93000 Kuching Sarawak

Any questions or clarifications regarding definitions or interpretations of this RFP should be directed to procure@sarawaktourism.com.

APPENDIX 1

CATEGORY	PACKING LIST	UNITS
<p>SMALL (20 UNITS) (10 given to sponsors)</p>	<ul style="list-style-type: none"> • Mobile Stall Structure c/w mini shade • Size 3M • Fitted pole fan • Mini display lamp • Garbage Bin • Power provided for set up till event • Storage space 3ft x 2ft • Design will be released upon award 	<p>1 1 1 1 1 lot 1 1</p>
<p>MEDIUM (20 UNITS) (10 given to sponsors)</p>	<ul style="list-style-type: none"> • Mobile Stall Structure c/w shade • Size 5M • Fitted pole fan • Mini display lamp • Garbage Bin • Power provided for set up till event • Storage space 4ft x 3ft • Design will be released upon award 	<p>1 1 2 1 1 1 lot 1</p>
<p>LARGE (30 UNITS)</p>	<ul style="list-style-type: none"> • Mobile Stall Structure c/w shade • Size 6M • Fitted pole fan • Mini display lamp • Garbage Bin • Power provided for set up till event • Storage space 5ft x 3ft • Design will be released upon award 	<p>1 1 2 1 1 1 lot 1</p>