

TENDER SUMMARY

NSW Crown Holiday Parks Trust trading as Reflections Holiday Parks (the Principal) are seeking park management service providers. These service provider (the Contractor) undertakes the day to day management of the holiday park in accordance with the park management agreement.

Who should apply

We encourage applicants from diverse backgrounds to apply. We are looking for contractors whose team is customer service focused, business savvy and possess the practical skills to excel in all aspects of holiday park managements. Our ideal managers are resourceful, energetic and comfortable operating in a fast paced environment. They are eager to find new customers to share our iconic locations with, and are enthusiastic about delivering value to our guests on each and every stay. As managers, they appreciate the importance of our financial success, and the role it plays in ensuring our strategic objectives are met.

Managers need to propose a credible team to manage the park. These core operational responsibilities include:

- engaging and managing staff;
- housekeeping;
- grounds maintenance;
- repairs and maintenance;
- financial management (budgeting, planning);
- waste management;
- engaging suppliers;
- managing security and antisocial behavior;
- local marketing;
- guest engagement; and
- various ad hoc tasks.

Keeping the link between our park managers and their guests is essential to our business. Our park managers (our 'Key Persons') are expected to be active and involved in the day to day operation of the park. This is not a hands off management role, and requires full time attention of the key persons.

RHP strongly encourages applicants with customer service and hospitality backgrounds to apply.

Whilst Holiday Park industry experience is well regarded, it is no always essential. Where applicants demonstrate the following, they will likely be competitive:

- valuable complimentary experience;
- resourceful, with a 'can-do' attitude;
- enthusiasm and initiative to learn quickly;
- business savvy;
- enthusiasm for RHP's strategic direction;
- proficiency with common ICT, customer service and administrative tasks.

Applicant's who are new to the tendering process should not be deterred from making a submission.

Reflections Holiday Parks is the trading name for NSW Crown Holiday Parks Trust | ABN 26 087 692 248

PO Box 212 Carrington NSW 2294 | (02) 4967 2233 | reception@reflectionsolidayparks.com.au
www.reflectionsolidayparks.com.au



Financial Information

You are not required to make a price submission. The Principal provides a 'formula' to determine the payment made for park management services (included in the downloadable documents). This formula links revenue of the holiday park with the remuneration of the contractor, partly subject to performance in financial and non-financial categories. This remuneration is broken into a Fixed Retainer paid in monthly installments, and annualised Incentive payments advanced monthly based on performance against KPI's.

About the Tender process

All of our parks operate on Crown Land, and the Principal is responsible for effective management of these assets. The Tender process allows the Principal to obtain the best park management services, in a competitive manner. In summary, the process for applicants is as follows:

1. Register on the [Tenders.nsw.gov.au](https://tenders.nsw.gov.au) site and download the tender documentation (an ABN is required);
2. Read and understand the Tender Requirements, Specifications, Attachments and Addendums;
3. Attend a walkthrough of the park or parks you are interested in (*strongly encouraged*); and
4. Make your submission by the closing time and date.

Once the submission is received, the panel will make an assessment of your submission.

The Panel will shortlist applicants based on an assessment of the written submission. These applicants will be asked to attend a face to face interview/presentation in Newcastle, and to undertake further assessments.

We encourage small business to submit a Tender response.

We encourage all interested parties to download the full tender documentation (free of charge) From <https://tenders.nsw.gov.au/>

Further information is available from 02 4967 2233 or
tenders@reflectionsoliday.com.au

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