

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 agreement.

Who should apply

We encourage applicants from diverse backgrounds to apply. We are looking for contractors whose team is customer service focused, and possess the practical skills to excel in all aspects of holiday park managements.

An aptitude for delivering value to our customers and stakeholders is essential for a successful contractor. Managers need to propose a credible team to manage the park. These 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.

If you have not submitted a tender before, don't be deterred from making a submission.

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, subject to performance in financial and non-financial categories. This remuneration is broken into a Fixed

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

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Retainer paid in monthly installments, and Incentive payments quarterly 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, Specification, Attachments and Addendum;
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 who score highest in their written submission. These applicants will be asked to attend a face to face interview/presentation at the Principal's offices in Newcastle, and undertake further assessment of the requirements.

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 Jack Chaffey, Commercial Manager- 02 4914 5530 or
tender@reflectionsoliday.com.au