



Ordinary Meeting of Council

18 December 2019

**SUPPLEMENTARY UNDER
SEPARATE COVER ATTACHMENTS**

**QUEANBEYAN-PALERANG REGIONAL COUNCIL
ORDINARY MEETING OF COUNCIL**

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Item 9.19 Queanbeyan Riverside Tourist Park
Attachment 1 EOI Criteria1

QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

18 DECEMBER 2019

ITEM 9.19 QUEANBEYAN RIVERSIDE TOURIST PARK

ATTACHMENT 1 EOI CRITERIA

1. Detail of your proposed Agreement

- Contract Management Agreement or Lease
- Proposed financial terms

2. Demonstrated experience in Caravan Park management or a similar field is required. The aim of this criteria is to highlight the skills, knowledge and experience that you will bring to the Queanbeyan Caravan Park. Please provide details of:

- Management skills and experience
 - Administration, record keeping and accounting
 - Marketing
 - Computerised reservation systems
 - Human resources
 - Demonstrated commitment to WH&S practices
- Customer Relations
 - Customer service ethos
 - Customer complaints handling
- Infrastructure Management
 - Caravan park management experience
 - Accommodation management experience

3. Demonstrated understanding of the Tourism Industry including the self-drive market.

4. The proposed role and responsibilities of the applicant as part of the agreement.

5. The proposed role and responsibilities of the owner (QPRC) as part of the agreement.

6. An outline of how the proponent will work with QPRC on strategies designed to attract increased patronage to the caravan park.

7. The development of any performance indicator measures such as:

- Appearance of the Caravan Park and surrounds
- Level of customer satisfaction
- Occupancy levels
- Revenue / profit targets
- Contribution to the adherence to management plans and legislative requirements
- Development and implementation of a Marketing Strategy for the Park
- Contribution to the development of annual maintenance programs (if any)
- Compliance with safety and WHS practices in the Park for customers and staff

8. Provision of current Public Liability Insurance to the value of \$20m (to be reviewed annually).