

REQUEST FOR PROPOSAL (RFP)

Western Downs Regional Council has completed the proposal requirements in Section 1.

The supplier completes Section 2 and returns it to Council.

Section 1 – Request for Proposal

Project Details

RFQ Number	
Project Name	Lake Broadwater Caretaker
Location	1075 Broadwater Road, Dalby QLD 4405

Contact Details

Purchaser Name	Western Downs Regional Council
Contact Officer Name	Sacha Eckert and Jordyn Williams
Position	Business Services & Project Coordinator and Business Services Camping & Recreation Officer
Street Address	30 Marble Street, Dalby QLD 4405
Postal Address	PO Box 551, Dalby QLD 4405
Phone	(07) 4679 4000
Email	Parks@wdrc.qld.gov.au

1. Request Details

Issue Date	
Round 1 Closing Date / Time ¹	Friday 26 June 2026, 5:00pm AEST
Shortlisted Respondents' Request for Proposal Closing Date / Time²	TBD

¹Round 1 submissions MUST be made via www.Seek.com.au by the closing date and time.

²Request for Proposal MUST be received via email to the above email address by the closing date and time.

2. Mandatory Requirements

Description of goods and/or services required	An opportunity exist for a proactive, passionate and engaging caretaker couple, family or small business to provide caretaker services at Lake Broadwater Recreation Reserve. Refer to Attachment A for Important Contract Needs.
Support Services	Not Applicable
Deliverable Milestones	As detailed under 'Key Deliverables'
Contract Term	Two (2) years
Start Contract Date	TBD
End Contract Date	TBD

Extension Options	The option of two (2) x twelve (12) month extensions if applicable
Proposal Conditions	The following additional Terms and Conditions will apply in addition to the Contract <ul style="list-style-type: none"> The DRAFT Caretakers Agreement must be reviewed and considered prior to the submission of a proposal;
Proposal Validity Period	120 days from Round 1 submission closing day / time

3. Insurances

Workers Compensation	Workers Compensation Insurance in accordance with the Workers' Compensation and Rehabilitation Act 2003 (Qld) (if applicable) Sickness & Accident/Income Protection Insurance (if applicable)
Public Liability	Public Liability Insurance for a minimum of \$20 Million (mandatory)
Products Liability	Not applicable
Professional Indemnity	Professional Indemnity Insurance for a minimum of \$5 Million (if applicable)
Other Insurances	Plant and Equipment Insurance (optional) Total Permanent Disability Insurance (optional)

4. Compensation

The remuneration package for Lake Broadwater Caretaker Agreement includes the cash portion included in Attachment A, Section 7, as well as the below.

Item	Description	Total
Accommodation	The caretaker house is provided by Council at no cost.	\$10,400
Events*	Any fees collected from events, activities, and workshops facilitated by the caretaker.	TBD
Value-Add Opportunities*	This will be determined by the caretaker and may include items such as sale of firewood or consumables, commission from sale of collectibles or art, or the establishment of a small kiosk.	TBD
Camping Fees	Collected and retained by Council	-

**Council encourages innovation and activation at these sites. As such, additional Caretaker income will be determined by the volume and types of activities undertaken by the Caretaker.*

5. Accommodation

The caretaker house that is provided by Council for the duration of the agreement will be under a General Tenancy Agreement, as follows.

Item	Description	Total
Agreement	Will be a fixed-term General Tenancy Agreement and a bond required prior to handover of keys for the house. The General Tenancy Agreement is governed by the Residential Tenancy Authority.	\$1,400
Accommodation Details	The house overlooks Lake Broadwater and features 5 bedrooms, office/study, screened in front verandah and shed.	NIL

6. Reference Checks

Respondents who have made Round 1 submissions are required to provide at least three (3) referees and acknowledge that if shortlisted referees will be contacted to provide reference checks prior to determining the preferred supplier.

7. Evaluation Criteria

If no other Evaluation Criteria are provided here, all proposals will be evaluated to standard evaluation criteria consisting of conformance to Request for Proposal requirements, ability to meet timeframes, and value for money.

Evaluation Criteria 1	Mandatory: <ul style="list-style-type: none"> • Current Drivers Licence Willingness to obtain and hold current for duration of contract- <ul style="list-style-type: none"> • Queensland Blue Card • First Aid Certification • Insurances (listed in Section 3, above) • Agricultural Chemicals Distribution Control (ACDC) Licence
Evaluation Criteria 2	Essential: Strong time management skills
Evaluation Criteria 3	Essential: Demonstrate understanding of safe work practices
Evaluation Criteria 4	Mandatory: Two (2) Caretaker staff are required to be onsite each night, or equivalent safety measures applied.
Evaluation Criteria 5	Desirable: Experience in customer service of working in tourism-related environment.

Applications that fail to address the above evaluation criteria in full will not be considered.

8. Pre-engagement Checks

The evaluation panel will decide upon a recommended respondent, who will be invited to undertake all relevant pre-engagement checks for this agreement and may include:

- A police check
- Confirmation the recommended respondent holds all relevant qualifications and licences for the caretaker's agreement, as detailed in evaluation criteria.

ATTACHMENT A - SCOPE & SPECIFICATION

1. BACKGROUND/SCOPE

Lake Broadwater is a premium campsite offering powered and unpowered camping options set against the natural beauty of the Lake Broadwater Conservation Park. This site provides a tourism experience on the Western Downs, perfect for day trips, water activities, caravans, and campers alike.

An opportunity exists for a proactive, passionate, and engaging caretaker couple, family or small business to further grow and activate this facility as our Caretakers and Tourism Ambassadors, and make the included accommodation their home, for a period of two (2) years.

If you would like further information, please contact Council by email or phone to discuss the opportunity.

Key features of Lake Broadwater include:

- Open 365 days a year
- Powered and unpowered sites
- Two camping areas; Lake Broadwater Recreation Reserve and Wilga Bush Conservation Reserve
- Camp kitchen
- Amenities and barbecues
- Children's playground
- Boat Ramp
- Hall
- Motorised Boating Welcome (Permits Apply and Subject to Water Level Status)
- No domesticated pets allowed (service animals exempt), as this is a National Park

2. SPECIFICATIONS

Scope Overview

The Caretaker will maintain the operations of an efficient and customer focused premium campsite through the provision of consistently high standard of campsites, facilities, grounds and services, which supports Lake Broadwater's image as a reputable destination for visitors. The safety of contractors, visitors and staff is of critical importance and includes the requirement to have a minimum of two (2) staff onsite each night.

Key Position Responsibilities and Duties

- Undertake daily site management duties, including welcome and assisting customers with check-in / check-out, site orientation, answering telephone enquiries and reporting.
- Management of Hall enquiries and liaise with hall hirers to ensure events are facilitated in accordance with customer needs, venue guidelines and Work Health and Safety requirements including provision of a comprehensive overview to hirers on how to utilise the facility and equipment and ensure that all venue procedures are understood and adhered to at all times.
- Develop and deliver initiatives to increase number of bookings general site utilisation.
- Organise and deliver quarterly events at the site, the purpose of which is to provide a sense of community and entertain visitors, locals, and guests.
- Develop and foster relationships with Council Tourism & Parks & Recreation staff and others (such as other campground caretakers, community groups, etc.) concerning upcoming events and opportunities across the region.
- Preparing reports as required and maintain up to date statistics.
- Clean and maintain amenities buildings, hall, camp kitchen, BBQ's, fire pits, shelters, park furniture, pathways, playground equipment & lighting.
- Maintain stock control for cleaning and maintenance and equipment.
- Report any damage, vandalism, or maintenance requirements.
- Perform grounds maintenance duties including but not limited to mowing, weeding/weed spraying, hand watering where required and general garden care.

- Monitoring water tank levels and notifying when they need to be re-filled.
- Undertake issuing and monitoring boating permits and associated reporting.
- Conduct evening security checks of amenities, hall and the site.
- Engage with the local community to use the site for functions and events, through advertising and engagement activities.
- Engage with visitors by promoting the region, wildlife, attractions, accommodation, and events.
- Provide exceptional customer support and visitor services, with professional presentation skills.
- Responding to afterhours queries, incidents, and emergencies in a timely manner.

Equipment and Consumables

Provision of cleaning and maintenance equipment and consumables is detailed per table below:

Supplier	Consumable	Other Information
Council	Consumables - <ul style="list-style-type: none"> ▪ Toilet paper ▪ Hand wash soap ▪ Hand wash soap dispensers ▪ Sanitary bags ▪ Paper hand towel ▪ Hand sanitiser ▪ Sanitiser dispensers ▪ Toilet brushes and holders ▪ Urinal mats 	Consumables to be ordered and collected from Council, using Council consumables form
Contractor	Consumables/cleaning equipment - <p>Cleaning chemicals are to be wastewater friendly.</p> <ul style="list-style-type: none"> • Disinfectant • Toilet cleaner • Window cleaning chemicals • Heavy duty broom • Mops • Buckets • Dustpans • Vacuum • Window cleaning supplies • Cleaning cloths • Scrubbing brushes Outside equipment - <ul style="list-style-type: none"> • Ride-on mower. • Whipper Snipper • Leaf blower • Pressure cleaner. • Pressurised garden spray equipment • Consumables for above listed equipment (e.g. fuel, brush cutter cord, etc.) Other - <ul style="list-style-type: none"> • Computer, printer, ink 	Material Safety Data Sheets need to be kept for all cleaning products

	<ul style="list-style-type: none"> • Internet access • Personal Protective Equipment (PPE) • Any other needs to deliver the cleaning as described in the scope (other than those supplied by Council) 	
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The contractor is required to order consumables from Council using our approved order form and process. Supply order forms need to be emailed to our inventory stores team. Contractor is to collect these suppliers from Councils storage collection facility in Dalby.

A list of all chemicals/cleaning products that will be used as a part of the service must be provided and approved by Council before their initial application in any cleaning.

Training

Provision of training is to be delivered by both caretakers and Council as detailed in table below:

Type	Details	Trainer
Risk Assessment Training	<ul style="list-style-type: none"> • Ensuring WHS risks associated with goods and services are adequately managed requires assessment of criticality and potential impact of these. 	Council
Snap Send Solve	<ul style="list-style-type: none"> • Application to be used for the reporting of non-urgent maintenance issues: including location pins, photographs, and details 	Council
Sharps Management Training	<ul style="list-style-type: none"> • The cleaning of facilities may expose you and/or your staff to sharps 	Council
Incident Reporting	<ul style="list-style-type: none"> • Reporting of incidents and near misses is an important way of improving safety. 	Council
Site Induction	<ul style="list-style-type: none"> • When contractor is taking control of site 	Council
Consumable Ordering	<ul style="list-style-type: none"> • Process for contractor to order consumables from Council (as per cleaning and maintenance scope above) 	Council

Reporting

Frequency	Task	Details
Daily	Reporting	<p>Maintenance (as needed)</p> <ul style="list-style-type: none"> • Pro-active action will limit extensive maintenance issues. • Contractor is required to notify Council of any repairs and maintenance required at the facilities. • The contractor will report safety issues and urgent maintenance by phone to 07 4679 4000. This number is monitored 24 hours per day 7 days per week. • The contractor will report non-urgent maintenance and suggestions by email daily (as required) to parks@wdrc.qld.gov.au • Checklists

		<p>Incident Reporting:</p> <ul style="list-style-type: none"> • Contractor is to report to Council immediately any incidents which have occurred at the site. • Contractor is required to report to Council and/ or the Authorities any unsatisfactory or dangerous behaviour by members of the public, if noticed. • Contractors and their staff are to encourage a reporting culture for all incidents that occur in delivering this service. • Incidents are to be reported as per Council policy to info@wdrc.qld.gov.au. Further written advice of an incident may be required if deemed of a serious nature
Monthly	Reporting	<ul style="list-style-type: none"> • Monthly site usage report
Quarterly	Reporting	<ul style="list-style-type: none"> • Quarterly Statistics Report

Performance Monitoring and Meetings

Council is committed to providing excellent customer service and facilities, and the deliverables in this contract forms part of this commitment. As such, Council and the contractor are both subject to Customer Sentiment Analysis (including mystery shopper, customer review assessment, surveys, complaints reporting, etc.) as well as scheduled and random site checks.

To support ongoing high performance a strong relationship between the contractor and Council is essential. This will be supported by initial monthly meetings, then quarterly meetings to allow both parties to discuss:

- Successes, emergent issues, ideas, scheduled events and review reports (customer sentiment, checklists, maintenance reporting, safety reporting, etc.).
- a) Contract management- Key Performance Indicators will be assessed on a scale of 1-10 (10 being the highest).

Compliance

Ensure site compliance with all Council, State and Federal requirements including, however, not limited to:

- a) Health Directives
- b) Changes to Law
- c) WDRC Local Laws

Qualifications are to be kept current, and renewal certification is to be provided to Council within two (2) weeks of receiving:

- a) Blue Card
- b) First Aid

Insurance

- Insurance, as listed in Section 1, Part 3, are to be kept current at all times,
- a) Insurance certificate of currency is to be provided to Council for each renewal within two (2) weeks of renewing.

Safe Operations

- a) A minimum of two (2) staff must be present onsite each night
- b) One (1) staff member is to be available through normal operating hours

Immunisation - proof of vaccination must be provided by successful respondent prior to commencing contract:

- a) Fully vaccinated against Hepatitis B
- b) State and Federal Health Directives must be adhered to.

3. KEY DELIVERABLES

Scope Overview

KPI Evaluation Period – Initially monthly for a period of six (6) months; and then quarterly.

Description of Activity	KPI	How Measured?	Responsible?	(1-10)*	Notes
1. Reporting	Quarterly report provided within 10 business days of the end of previous quarter	100% of reports received on time, measurable against email time stamp.	Contractor		
	Visitors to site are recorded and reported	<p>1. All events and activities undertaken at the site are included in report data.</p> <p>2. Camping Statistics are reported at end of previous quarter to Council including camping guests, day visitors, etc.</p>	Contractor		
2. Supplier Performance Reviews	High levels of cleanliness and maintenance	<p>1. 100% Random spot checks meet acceptable standards.</p> <p>2. 95% routine electronic checklists completed.</p>	Contractor / Council		

		<p>3. Up to date routine cleaning scheduled provided to Council when requested.</p> <p>4. Campground inspections reports completed by Council meet expectations and any rectification required are completed in an acceptable timely manner.</p>			
	Positive engagement with community and visitors	<p>1. 75% positive reviews and comments provided by customers.</p> <p>2. Number of engagements with local community groups.</p>	Contractor		
3. Site Management	Exceptional levels of customer service provided	<p>1. No repeat complaints and all complaints resolved with Council's Complaint Management Process.</p> <p>2. Increasing volume of repeat visitors</p>	<p>Contractor and Council</p> <p>Contractor</p>		
	Site is active and alive with events	1. Details provided of events held are provided on request	Contractor		

	for locals and visitors	<p>2. 100% Event plans and scheduled provided at regular contract management meetings</p> <p>3. Review of site use reports, with some analysis of what is driving site activity, and how to leverage this.</p>			
4. Response time to Council's communication (phone/email/verbal)	One (1) Business Day	Time of communication registered (ECM/CRM)	Contractor and Council		
5. Incident Reporting	Immediately or as soon as practicable after the event	Time and date of incidents and near misses are reported in Beakon.	Contractor		
6. Maintenance Reporting	Maintenance issues reported appropriately	<p>1. Date/Time stamps of urgent maintenance issues reported immediately by phone</p> <p>2. Date/Time stamps, and photographs reported electronically</p>	Contractor		
<p>7. WHS</p> <p>a. PPE</p> <p>b. Chemical</p> <p>c. Waste Removal</p>	Compliant	<p>1. As determined by Council</p> <p>2. Safety Data Sheet for each chemical used</p>	Contractor		
8. WHS - Staffing	100% staff compliance	1. Two (2) staff onsite each night	Contractor		

		2. Induction and training records are provided on request			
9. Insurances	100% contractor compliance	Contractor provides updated insurance records within ten (10) business days of renewing or any changes to policies	Contractor		
10. Qualifications	100% contractor compliance	Contractor provides updated qualification records for all staff within ten (10) business days of renewing or any changes to policies	Contractor		

Other Compliance

1. Payments paid by due date	Compliant	100% of Invoices provided on time; 100% of invoices paid by due date.	Contractor Council		
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SECTION 2 – SUPPLIER RESPONSE

1. Supplier Information

Supplier Name	Insert Supplier Business Name
Supplier ABN	Insert Supplier ABN
Contact Name	Insert Supplier Contact Name
Position	Insert Position of Supplier Contact
Postal Address	Insert Supplier Postal Address
Email	Insert Supplier Email Address
Phone	Insert Supplier Phone Number

2. Mandatory Requirements

The Supplier is to confirm compliance with the Mandatory Requirements.

<p>Do you agree to comply with the Insurance requirements as specified in Section 1, Part 3?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please provide certificates of currency for any insurances listed.</p>								
	<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0e0e0; width: 30%;">Workers Compensation (if applicable)</td> <td> Policy Provider: Policy Number: Start Date: Expiry Date: </td> </tr> <tr> <td style="background-color: #e0e0e0;">Public Liability</td> <td> Policy Provider: <u>Insert Details</u> Policy Number: <u>Insert Details</u> Start Date: <u>Insert Details</u> Expiry Date: <u>Insert Details</u> Value (\$): <u>Insert Details</u> </td> </tr> <tr> <td style="background-color: #e0e0e0;">Professional Indemnity (if applicable)</td> <td> Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$): </td> </tr> <tr> <td style="background-color: #e0e0e0;">Other Insurances - Plant and Equipment Insurance (optional) Total Permanent Disability Insurance (optional)</td> <td> Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$): </td> </tr> </table>	Workers Compensation (if applicable)	Policy Provider: Policy Number: Start Date: Expiry Date:	Public Liability	Policy Provider: <u>Insert Details</u> Policy Number: <u>Insert Details</u> Start Date: <u>Insert Details</u> Expiry Date: <u>Insert Details</u> Value (\$): <u>Insert Details</u>	Professional Indemnity (if applicable)	Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$):	Other Insurances - Plant and Equipment Insurance (optional) Total Permanent Disability Insurance (optional)	Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$):
	Workers Compensation (if applicable)	Policy Provider: Policy Number: Start Date: Expiry Date:							
	Public Liability	Policy Provider: <u>Insert Details</u> Policy Number: <u>Insert Details</u> Start Date: <u>Insert Details</u> Expiry Date: <u>Insert Details</u> Value (\$): <u>Insert Details</u>							
	Professional Indemnity (if applicable)	Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$):							
Other Insurances - Plant and Equipment Insurance (optional) Total Permanent Disability Insurance (optional)	Policy Provider: Policy Number: Start Date: Expiry Date: Value (\$):								
<p>Do you agree to comply with any other mandatory requirements specified in Section 1 or in Attachment A (if applicable)?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Details: <u>Insert Details</u></p>								

3. Conditions

Do you agree to comply with the Contract Conditions specified in Section 1, Part 2?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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4. Conflict of interest

The Supplier is to give details of any possible Conflict of Interest that exists or may arise in relation to the making and/or acceptance of their proposal. If there is nothing to declare, please insert "None".	Insert Details
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5. Evaluation Criteria

The Supplier is to detail how they will meet the requirements specified in Section 1, and (if applicable) Attachment A.

Evaluation Criteria	Measure		Response
1	Mandatory:	Current Drivers Licence Willingness to obtain and hold for duration of contract - Queensland Blue Card - First Aid Certification - Insurances (listed in Section 3) - Agricultural Chemicals Distribution Control (ACDC) Licence	Insert Details
2	Essential:	Strong time management skills	Insert Details
3	Essential:	Show understanding of safe work practices	Insert Details
4	Mandatory:	Two (2) caretaker staff are required to be onsite each night, or equivalent safety measures applied	Insert Details
5	Desirable:	Experience in customer service or working in a tourism-related environment.	Insert Details

6. Local Content

Head Office Where is the head office of the Supplier's business located?	Insert details
Branch Office	Insert details

If the head office is located elsewhere, is there a branch office of the Supplier's business located in the Western Downs Region? If so, what is the address?			
Business Size Number of full time Employees (or if casual or part-time Employees are engaged, number of Full-time Equivalent Employees) working within the Western Downs Region?	<input type="checkbox"/> Small business (less than 20 employees)	<input type="checkbox"/> Medium Enterprise (less than 200 employees)	<input type="checkbox"/> Large Enterprise (200 or more employees)
Local Supplier What percentage of subcontractors, whether for goods/services/works, may be required for this Contract will be Local Suppliers?	<input type="checkbox"/> 0% to 24%	<input type="checkbox"/> 25% to 49%	<input type="checkbox"/> 50% to 74% <input type="checkbox"/> 75% to 100%
Is the Supplier: Classified as a Social Enterprise? <i>Social Enterprise is a business whose primary purpose is addressing a social or environmental challenge rather than creating profit for owners or shareholders.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>		

7. Pricing

Products or Services Proposed and Pricing Description	Supplier's Response		
	Unit Price (excl. GST)	GST Payable (per unit)	Total Price (incl. GST)
<i>This table of prices and rates outlines the total remuneration of the contract. Council will not consider further contingencies.</i>			
Hourly Rate	\$	\$	\$
Total Price / Annum (40hrs x 52 weeks/year)	\$	\$	\$
Total value of two (2) year contract (Total Price / Annum x2)	\$	\$	\$

Please Note: These hours are an estimate and will vary depending on seasonal factors and numbers of visitors. All camping fees are collected by Council.

8. Supplier Authorisation

This proposal is submitted by the Supplier's authorised representative. By signing below, the Supplier is offering to enter into a Contract on the terms set out in this document and the Conditions of Contract listed in Section 1, Part 2.		
..... Signature Name and Position/...../..... Date

Privacy Statement - Western Downs Regional Council will responsibly and transparently collect and manage your personal information in accordance with the Information Privacy Act 2009 and Council's Information Privacy Policy.