

EXPRESSION OF INTEREST

Expression of Interest (EOI):	Provision of Visitor Information Services for the City of Karratha
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Deadline:	4 pm Friday, July 15, 2016
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Address for Delivery:	<p>Expressions of Interest are to be lodged electronically at:</p> <p>www.tenderlink.com/karratha</p> <p><i>FACSIMILE, EMAIL, MAIL OR HAND DELIVERED EXPRESSIONS OF INTEREST WILL NOT BE ACCEPTED FOR EVALUATION</i></p>
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EOI Number:	EOI 29-15/16
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1 CONDITIONS OF RESPONDING

1.1 Definitions

Below is a summary of some of the important defined terms used in this Expression of Interest:

Attachments:	The documents you attach as part of your Submission.
Contractor:	Means the person or persons, corporation or corporations whose submission is pre-selected by the Principal, including the executors or administrators, successors and assignments of such person or persons, corporation or corporations.
Deadline:	The deadline shown on the front cover of this Expression of Interest for lodgement of your Submission.
Principal:	Means the City of Karratha.
Expression of Interest or EOI:	This document.
Respondent:	The person or persons, corporation or corporations who intends to submit a Submission in response to an Expression of Interest.
Requirement:	The services requested by the Principal.
Selection Criteria:	The Criteria used by the Principal in evaluating your Submission.
Specification:	The Statement of Requirements for services that the Principal's Expression of Interest may request you to provide if selected as an acceptable Expression of Interest through the Expression of Interest process.
Submission:	Completed Offer form, Response to the Selection Criteria and Attachments.

1.2 Expression of Interest Documents

This Expression of Interest is comprised of the following parts:

Part 1 – Conditions of Responding (*read and keep this part*).

Part 2 – Specification and/or plans/drawings (*read and keep this part*).

Part 3 – Respondent's Submission (*complete and return this part*).

Separate Documents

- a) Addenda and any other special correspondence issued to Respondents by the Principal.
- b) Any policy or document referred to but not attached to the Expression of Interest.

1.3 How to Prepare Your Submission

- a) Carefully read all parts of this document;
- b) Ensure you understand the Requirements;
- c) Complete and return the Response Form (Part 3) in all respects and include all attachments;
- d) Make sure you have signed the Response Form and responded to all of the Selection Criteria; and
- e) Lodge your Submission before the Deadline.

1.4 Contact Persons

Respondents should not rely on any information provided by any person other than those listed below:

Name:	<i>Mr John Verbeek</i>
Telephone:	<i>(08) 9186 8555</i>
Email:	<i>John.verbeek@karratha.wa.gov.au</i>

Respondents are asked to use the Tenderlink online forum, in order to communicate with the above mentioned contact person.

1.5 Briefing/Site Inspection

Respondents are requested to attend a Briefing on Wednesday 8th June, 2016 at 2 pm

Attendance at this meeting is not mandatory.

The location of the meeting is Council Chambers, City of Karratha, Welcome Road, Karratha WA

The Briefing will provide Respondents with the opportunity to clarify any uncertainties with the contact person prior to the closing of the Expression of Interest.

Please confirm with the contact person, John Verbeek (08) 9186 8555 or john.verbeek@karratha.wa.gov.au your attendance at this meeting no later than Friday 10 June 2016.

1.6 Lodgement of Submission and Delivery Method

The Expression of Interest must be lodged by the Deadline. The deadline for this Expression of Interest is 4 pm Friday 15 July, 2016 Australian Western Standard Time.

To obtain a copy of the Expression of Interest documents, Respondents are required to register their details via the City of Karratha's Tenderlink website at www.tenderlink.com/karratha.

1.6.1 Form of Lodgement

ALL EXPRESSIONS OF INTEREST are required to be lodged electronically via the City of Karratha's Tenderlink website at www.tenderlink.com/karratha.

No late Expressions of Interest will be accepted.

Please note that it is the responsibility of the Respondent to ensure that their submission is received electronically prior to the close date and time of Expressions of Interest under Expression of Interest notice EOI 29-15/16 Provision of visitor information services for City of Karratha Expressions of Interest that are not lodged in Tenderlink under this notice, may be excluded from evaluation.

The City of Karratha takes no responsibility for difficulties experienced by the Respondent whilst uploading their submission, due to insufficient time allowed for this process by the Respondent.

Tenderlink provides an indicative guide regarding how much time should be allowed by the Respondent for this process, which can be found in the online supplier manual '[Responding to an eRFx notice](#)'. This indicative guide is also displayed to Respondents on the first screen of the submission upload wizard. Expressions of Interest that do not finish uploading, prior to the deadline will not be accepted for evaluation.

If the Respondent requires assistance with using the Tenderlink website, please use the online help tools available on the Tenderlink Dashboard or alternatively contact the Tenderlink.com Help Desk on 1800 233 533 or via email at support@tenderlink.com.

Respondents must ensure that when the Expression of Interest is uploaded to Tenderlink it is in the name of the authorised signatory, as recorded on the Submission Form in Part 3.

Expressions of Interest submitted by facsimile, email, mail or hand delivered WILL NOT be accepted for evaluation.

1.6.2 Addressing Submission

All electronic Expression of Interest submissions are to be uploaded to Tenderlink using the following format for the name of the file:

EOI 29-15/16 – Provision of visitor information services for City of Karratha

The cover page of the Submission is to be clearly named using the following format:

EOI 29-15/16 - Provision of visitor information services for City of Karratha

‘Company name’

1.6.3 Content of Submissions

Respondents must ensure that they meet the following requirements, when uploading their Expression of Interest submission to Tenderlink:

- (a) One (1) copy of their submission in a format readable by Microsoft Office 2013 or Adobe PDF; and
- (b) Maximum of 5 individual files, compressed into one (1) ZIP file.

The Submission must be presented in the format as detailed in Section 1.6.4, it must include an index and the pages must be numbered consecutively.

Any brochures or pamphlets are to be included in the electronic copy of the Expression of Interest Submission.

1.6.4 Expression of Interest Format - Checklist

Respondents are to compile their Submission in the order as detailed below. Submissions that do not comply with the following order may be excluded for evaluation.

1	Cover Page	
2	Index	
3	Response Form (section 3.1)	
4	Compliance Criteria (section 3.2.1)	
5	Risk Assessment (section 3.2.1)	
6	Insurance Coverage (section 3.2.1)	
7	Qualitative Criteria (section 3.2.2)	
8	Indicative Price Schedule (section 3.3.1)	
9	Additional supporting documentation	

1.7 Rejection of Submissions

A Submission will be rejected without consideration of its merits in the event that:

- a) it is not submitted before the Deadline; or
- b) it is not submitted at the place specified in the Expression of Interest; or
- c) it may be rejected if it fails to comply with any other requirements of the Expression of Interest.

1.8 Acceptance of Submissions

Unless otherwise stated in this Expression of Interest, Submissions may be for all or part of the Requirements and may be accepted by the Principal either wholly or in part. The Principal is not bound to accept and may reject any or all Submissions submitted. The acceptance of a Submission does not oblige the Principal to proceed to issuing a Public Tender.

1.9 Disclosure of Contract Information

Documents and other information relevant to the contract may be disclosed when required by law under the Freedom of Information Act 1992 or under a Court order.

All Respondents will be given particulars of the acceptable Respondent(s) or be advised that no Submission was accepted.

The Principal maintains a Register that will include the name (including contact name) and address of each Respondent who's Submission has been opened. This information is available to the public. By submitting an Expression of Interest, the Respondent acknowledges and agrees to this requirement.

1.10 Submission Validity Period

All Submissions will remain valid and open for acceptance for a minimum period of ninety (90) days from the Deadline unless extended on mutual agreement between the Principal and the Respondent in writing.

1.11 Respondents to Inform Themselves

Respondents shall be deemed to have:

- a) examined the Expression of Interest and any other information available in writing to Respondents for the purpose of submitting an Expression of Interest;
- b) examined all further information relevant to the risks, contingencies and other circumstances having an effect on their Submission which is obtainable by the making of reasonable enquiries;
- c) satisfied themselves as to the correctness and sufficiency of their Submissions including submitted indicative prices which shall be deemed to cover the cost of complying with all the conditions of responding and of all matters and things necessary for the due and proper performance and completion of the work described therein;
- d) acknowledged that the Principal may enter into negotiations with a chosen Respondent and that negotiations are to be carried out in good faith; and
- e) satisfied themselves they have a full set of the Expression of Interest documents and all relevant attachments.

1.12 Alterations

The Respondent shall not alter or add to the Expression of Interest documents unless required by these General Conditions of Responding.

The Principal will issue an addendum to all registered Respondents where matters of significance make it necessary to amend the issued Expression of Interest documents before the Deadline.

1.13 Evaluation Process

This is an Expression of Interest.

The Expression of Interest is the first stage of a two stage process. Following the close of the Expression of Interest, the Principal may proceed to the calling of a restricted/private Request for Tender (RFT) or commence direct negotiations at the Principal's sole discretion. The issuing of an Expression of Interest does not commit the Principal to proceeding with an RFT.

Eligibility to participate in the RFT will be restricted to providers who comply with the provisions of this Expression of Interest and who are accepted by the CEO of the Principal to be placed on a pre-qualified shortlist.

The submission of an Expression of Interest does not commit the Principal to include any organisation on the shortlist in the event that the project proceeds.

Your Submission will be evaluated using information provided in your Expression of Interest and on your response to the Selection Criteria.

The following Evaluation Methodology will be used in respect of this Expression of Interest:

- a) Submissions are checked for completeness and compliance. Submissions that do not contain all information requested (eg competed Submission Form and Attachments) may be excluded from evaluation;
- b) Submissions are assessed against the Selection Criteria;
- c) The most suitable Respondents may be shortlisted and may also be required to clarify their Submission, make a presentation, demonstrate the product/solution offered and/or open premises for inspection. Referees may also be contacted prior to the selection of the successful Respondent(s).

1.14 Selection Criteria

The Principal has adopted a best value for money approach to this Expression of Interest. This means that, although indicative pricing may be considered, the Submission containing the lowest indicative price will not necessarily be shortlisted, nor will the Submission ranked the highest on the qualitative criteria.

A scoring system will be used as part of the assessment of the qualitative criteria. Unless otherwise stated, a Submission that provides all the information requested will be assessed as satisfactory.

The extent to which a submission demonstrates greater satisfaction of each of these criteria will result in a greater score. The aggregate score of each Submission will be used as one of the factors in the final assessment of the qualitative criteria and in the overall assessment of value for money.

1.14.1 Compliance Criteria

These criteria are detailed within Part 3 of this document and will not be point scored. Each Submission will be assessed on a Yes/No basis as to whether the criterion is satisfactorily met. An assessment of “No” against any criterion may eliminate the Submission from consideration.

1.14.2 Qualitative Criteria

In determining the most advantageous Submission, the Evaluation Panel will score each Respondent against the qualitative criteria as detailed within Part 3 of this document each criterion will be weighted to indicate the relative degree of importance that the Principal places on the technical aspects of the goods or services being purchased.

Note: It is essential that Respondents address each qualitative criterion.

Information that you provide addressing each qualitative criterion will be point scored by the Evaluation Panel.

Failure to provide the specified information may result in elimination from the evaluation process or a low score.

1.14.3 Indicative Pricing

These prices will only be used to assist with determining suitability for inclusion as an acceptable Respondent. Successful Respondents will be provided with an opportunity to provide pricing if and when the Request for Tender is issued.

1.15 Policies That May Affect Selection

The following policies may affect this selection:

- [CG12 Purchasing Policy](#)
- [CG11 Regional Price Preference Policy](#)

1.16 Ownership of Submissions

All documents, materials, articles and information submitted by the Respondent as part of or in support of the Expression of Interest will become upon receipt, the absolute property of the Principal and will not be returned to the Respondent at the conclusion of the Expression of Interest process PROVIDED that the Respondent be entitled to retain copyright and other intellectual property rights therein, unless otherwise provided by the Contract.

1.17 Canvassing of Officials

If a Respondent, whether personally or by agent, canvasses any of the Principal's Commissioners or Councillors (as the case may be) or Officers with a view to influencing the acceptance of any Respondent, then regardless of such canvassing having any influence on the acceptance of such Submission, the Principal may at its discretion omit the Respondent from consideration.

1.18 Identity of the Respondent

The identity of the Respondent is fundamental to the Principal. The Respondent will be the person, persons, corporation or corporations named as the Respondent in Part 3 and whose execution appears on the Response Form in Part 3 of this Expression of Interest.

1.19 Costs of Responding

The Principal will not be liable for payment to the Respondent for any costs, losses or expenses incurred by the Respondent in preparing their Submission, regardless of the outcome of the Expression of Interest.

1.20 Submission Opening

Submissions will be opened in the Principal's offices, following the advertised Deadline. All Respondents and members of the public may attend or be represented at the opening of the Expression of Interest.

The names of the persons who submitted an Expression of Interest by the due Deadline will be read out at the Submission Opening. No discussions will be entered into between Respondents and the Principal's Officers present or otherwise, concerning the Submissions submitted.

The Submission Opening will be held on or as soon as practicable after the Deadline at the City of Karratha, Welcome Road, Karratha, WA, 6714.

1.21 In House Submissions

The Principal does not intend to submit an In House Submission.

2 SPECIFICATION

2.1 Introduction

The City of Karratha is seeking to invite suitably qualified and experienced organisations or businesses to provide visitor services within the City of Karratha for a two year period covering calendar years 2017-2018 commencing from Monday January 16, 2017 and concluding Friday Dec 22, 2018.

1.1 Current Situation

Within the City of Karratha, visitor services are currently provided via two visitor centres operated by two separate NFP community based organisations:

- Karratha Visitor Centre at the entry to Karratha, corner Dewitt Road and Dampier Road
- Roebourne Visitor Centre based at the Old Roebourne Gaol.

This service delivery model has been in place for some time and by its nature is somewhat divided and duplicitous. Numerous reviews and reports on the City's visitor centres have been undertaken, including examination and review of various models of operation by both Council and the respective visitor centres. These reviews have indicated that the strategic focus of visitor information services should:

- Create added value
- Optimise the operating model
- Ensure that any funding is applied as efficiently as possible

1.2 Council Direction

The City of Karratha believes there are opportunities to provide more efficient and well-coordinated visitor services and to ultimately have more visitors staying for longer through establishing a single visitor services provider that provides all visitor services across the City.

At the December 2015 Ordinary Council Meeting, Council resolved to advertise a fixed price tender for the provision of visitor servicing for the 2017 and 2018 calendar years.

1.3 Strategic Documents

A number of City documents endorse the provision of visitor services.

1.3.1 The City of Karratha Strategic Community Plan 2012-2022:

- 2.a Create opportunities for growth and diversification of the local economy
- 2.a.3 Encourage diversification of the local economy through the support of tourism and visitation

1.3.2 The City of Karratha Operational Economic Development Strategy 2014-2016:

Strategic Goal 1: Diversify the Economy

1.3.1 Elevate the City of Karratha's reputation as a premier Pilbara tourism destination enhanced through the development of quality tourism infrastructure, visitor information services and product development.

2.2 Objectives

The visitor information service should:

- provide visitors to Karratha with insights into the region;
- distribute information about tourist product available in the region;
- promote visitors staying in and undertaking activities in the City of Karratha;
- raise visitor interest
- raise visitor numbers;
- provide best value, efficient service delivery

2.3 Background Information

A number of documents are available on request:

- CofK Review of Visitor Information Services Discussion Document
- The Future of Visitor Centres in WA (Haeberlin, 2014)
- CofK Tourism profile 2014
- CofK Tourism report 2014

2.4 Scope of Work

Provision of visitor information services in the form of:

- A friendly and professional face to face welcome with a consistently high quality, unbiased, free information service to provide visitors to the City of Karratha with insights into the region and distribute information about tourist product available in the region.
- A comprehensive range of local, regional and state wide brochures, maps and directional information both in hard copy and available electronically;
- Information and booking services for accommodation and tours;
- Information on attractions, events, retail outlets, local services, road conditions and transport options;
- A web presence and digital strategy to educate and attract visitors to the local area;
- 24 hour access to information, emergency contact numbers and accommodation options
- Availability of quality souvenirs/merchandise appropriate for the region
- Is open to the public 7 days a week, Monday to Friday from 9am-5pm and weekends and public holidays (excluding Christmas Day and Good Friday) a minimum of three hours between 9am-5pm.
- Employs an appropriate number of staff experienced in visitor servicing, tourism or other relevant service delivery area
- Visitor information services to be operated within the Karratha CBD and a presence at a location in either Roebourne, Wickham or Point Samson as a minimum with the proponent to specify venue/s and other additional venues within the municipality.

The proponent is also to provide details of any other value added services e.g. tours that they are able to provide.

2.5 Specific Requirements of the Contract

- a) It is desirable that provision of visitor information services meet the following:
- Location/s within or in the immediate vicinity of the Karratha CBD and with a presence in either Roebourne, Wickham or Point Samson
 - Located in a high quality, purpose built or appropriately fitted out premises
 - Have the words “Visitor Centre” in the name of the centre
 - Display high profile signage clearly displaying opening hours
 - Have a dedicated telephone line, email connection
 - Adequate parking available for coaches (>15m) 4WDs (>5.5m), caravans and recreational vehicles (>10m) with width (>2.7m) in close proximity.
 - Provision of water for visitors
 - Provision of public access computer terminals and/or WIFI
 - Public toilets onsite or nearby (within 2 minutes or 144 metres)
 - Maintain all licences, permits and certificates throughout the duration of the contract
- b) Reporting requirements.

The successful proponent will be expected to submit a quarterly report which includes:

Financial statements including income and expenditure against agreed annual budgets with explanation of any variances of +/- 10%.
Progressive monthly tally of visitor numbers with analysis of hour/day/week
Visitor and member satisfaction e.g. written testimonials, social media, surveys, stakeholder engagement etc
Current registered service providers and any new additions
Update on how the city was acknowledged as principal sponsor.
Performance of sales against visitor numbers
Outline of marketing and promotional activities undertaken
Description of events, functions etc undertaken with estimated attendance numbers
Overview of media coverage
Progressive monthly tally of unique visitors to visitor centre website
Details on any new partnership agreements, sponsorships or successful funding applications
No. of overnight accommodation bookings
No. of visitors undertaking resource tours (if provided)

At the end of each financial year, the proponent to compile an annual report on the same criteria.

2.6 Implementation Timetable

The proponent would be expected to commence the visitor information service by Monday January 16, 2017 and conclude Friday Dec 22, 2018.

2.7 Occupational Health and Safety

Every Contractor and their subcontractors must follow Council guidelines, policies and procedures when on Council premises and/ or worksites.

The Contractor is to read and sign the Principal's General Occupational Health and Safety Rules for Contractors and provide the original document to the Principal, prior to the Contractor, their employees or subcontractors being granted access to Council premises and/ or worksites.

The Purchaser's OHS Contractor Compliance Guidelines are included as an attachment to this request. Compliance with the guidelines is a precondition to permission, to work on Council premises and/ or work sites.

The Contractor is to prepare a Job Safety Work method for all activities to be undertaken, including all persons undertaking works that require relevant qualifications and certifications in accordance with Australian Occupational Health and Safety provisions in advance of entering the work site/s e.g. working at heights, confined spaces, electrical fit out etc.

The Contractor is to supply the City of Karratha with a copy of the Contractors Occupational Health and Safety Procedure and Policy for their business operation, and this shall be supplied before any works can be undertaken.

Monitoring of compliance with the above mentioned plans will be conducted both at meetings and regularly throughout the project. Auditing will be conducted at key stages of the project. Non-compliance will be highlighted and corrective action will be required. Where the Contractor or their service provider fails to conduct appropriate corrective action within the required time frame, legal advice will be sought for redress.

3 RESPONDENTS SUBMISSION

3.1 Response Form

The Chief Executive Officer
City of Karratha
Welcome Road
KARRATHA WA 6714

(PLEASE COMPLETE ALL FIELDS USING BLOCK LETTERS)

I/We (Registered Entity Name): _____

Registered Entity Street Address: _____

Registered Entity Postal Address: _____

ABN: _____ ACN (if any): _____

Telephone No: _____ Facsimile No: _____

Email: _____

In response to EOI 29-15/16 Provision of Visitor Information Services for the City of Karratha

I/We agree that I am/We are bound by, and will comply with this Expression of Interest and its associated schedules, attachments, all in accordance with the Conditions contained in this Expression of Interest signed and completed.

I/We agree that there will be no cost payable by the Principal towards the preparation or submission of this Expression of Interest irrespective of its outcome.

The indicative consideration is as provided under the schedule of rates of prices in the prescribed format and submitted with this Submission.

Dated this: _____ Day of: _____ Year: _____

Name of Authorised Signatory: _____

Signature of Authorised Signatory of Respondent _____

Position Title of Authorised Signatory: _____

Telephone No: _____ Facsimile No: _____

Authorised Signatory Email: _____

3.2 Selection Criteria

3.2.1 Compliance Criteria

Please select with a “Yes” or “No” whether you have complied with the following compliance criteria:

DESCRIPTION	SELECT	
a) Compliance with the Conditions of Responding as per Part 1 of this Request.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b) Compliance with the Specification contained in the Request.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c) Completion of the Response Form, including the signature of the Authorised Signatory.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
d) Expression of Interest compiled in the order as requested by the Principal.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

RISK ASSESSMENT	SELECT	
Respondents must address the following information in an attachment and label it “Risk Assessment”. Each section must be clearly marked with the relevant title. In the event that the below requested titles are not clearly identifiable, the section may be recorded as non compliant.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a) Organisational Profile <i>An outline of your organisational structure inclusive of any branches and number of personnel.</i> <i>If companies are involved, attach their current ASC company extracts search including latest annual return.</i> <i>Provide the organisations directors/company owners and any other positions held with other organisations.</i> <i>Provide a summary of the number of years your organisation has been in business.</i>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b) Referees <i>Attach details of your referees. You should give examples of work provided for your referees where possible.</i>	<input type="checkbox"/> YES	<input type="checkbox"/> NO

<p>c) Agents</p> <p><i>Are you acting as an agent for another party?</i></p> <p><i>If Yes, attach details (including name and address) of your Principal.</i></p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>d) Trusts</p> <p><i>Are you acting as a trustee of a trust?</i></p> <p><i>If Yes, give the name of the trust and include a copy of the trust deed (and any related documents); and if there is no trust deed, provide the names and addresses of beneficiaries.</i></p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>e) Subcontractors</p> <p><i>Do you intend to subcontract any of the Requirements?</i></p> <p><i>If Yes provide details of the subcontractor(s) including; the name, address and the number of people employed; and the Requirements that will be subcontracted.</i></p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>f) Conflicts of interest</p> <p><i>Will any actual or potential conflict of interest in the performance of your obligations under the Contract exist if you are awarded the Contract, or are any such conflicts of interest likely to arise during the Contract?</i></p> <p><i>If Yes, please supply in an attachment details of any actual or potential conflict of interest and the way in which any conflict will be dealt with.</i></p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>g) Debts</p> <p><i>Are you presently able to pay all your debts in full as and when they fall due?</i></p> <p><i>Are you currently engaged in litigation as a result of which you may be liable for \$50,000 or more? If Yes please provide details.</i></p> <p><i>In order to demonstrate your financial ability to undertake this contract, include a profit and loss statement and the latest financial return for you and each of the other proposed contracting entities, together with a list of financial referees from your bank and/or accountant.</i></p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO

h) Insurance Requirements

The insurance requirements for this Expression of Interest are stipulated in Part 3 of this document. Respondents are to supply evidence of their insurance coverage including, insurer, expiry date, value and type of insurance, in a format as outlined below or in an attachment labelled “Insurance Coverage”. If the Respondent holds “umbrella Insurance” please ensure a breakdown of the required insurances are provided. A copy of the Certificate of Currency is to be provided to the Principal within 15 days of acceptance.

☐
YES

☐
NO

Insurance Coverage				Tick if attached <input type="checkbox"/>
Type	Name of Insurer	Policy Number	Value (\$)	Expiry Date
Public Liability			\$20,000,000	
Workers Compensation or Personal Accident Insurance (whichever may apply)			Unlimited	
Professional Indemnity			\$5,000,000	
Product Liability			\$10,000,000	

3.2.2 Qualitative Criteria

Before responding to the following qualitative criteria, Respondents must note the following:

- All information relevant to your answers to each criterion are to be contained within your Submission;
- Respondents are to assume that the Evaluation Panel has no previous knowledge of your organisation, its activities or experience;
- Respondents are to provide full details for any claims, statements or examples used to address the qualitative criteria; and
- Respondents are to address each issue outlined within a qualitative criterion.

A. Relevant Experience	Weighting
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	<30%>
<p>a) Provide details of your business/company experience in the provision of visitor information services ;</p> <p>b) Provide details of the of expected staff members and their experience in the provision of visitor information services including training undertaken and qualifications;</p> <p>c) Demonstrate competency and proven track record of achieving outcomes in the provision of visitor information services;</p> <p>d) Demonstrate your business/company/staff understanding and knowledge of tourism insights and product within the City of Karratha and surrounds</p>	<p>Tick if attached</p>
<p>Respondents must address the above information in an attachment and label it “Relevant Experience”.</p>	

B. Resourcing/Capacity	<p>Weighting</p> <p><30%></p>
<p>Provide details of</p> <p>a) Business management capacity</p> <p>b) Plant, equipment and materials.</p> <p>c) the expected staffing provision</p> <p>d) the locations and facilities where visitor information services are to be provided</p> <p>e) methodology for provision of information (hard copy and electronic) and booking service</p> <p>f) digital capability and strategy</p> <p>g) availability of souvenirs/merchandise</p>	<p>Tick if attached</p> <p><input type="checkbox"/></p>
<p>Respondents must address the above information in an attachment and label it “Resourcing/capacity”</p>	

C. Ability to meet criteria for Level 1 Visitor Centre accreditation (as per Tourism Council WA Visitor Centre Accreditation)	Weighting <40%>
<ul style="list-style-type: none"> a) Located in a high quality, purpose built or appropriately fitted out premises b) Have the words "Visitor Centre" in the name of the centre c) Display high profile signage clearly displaying opening hours d) Have a dedicated telephone line, email connection e) Adequate parking available for coaches (>15m) 4WDs (>5.5m), caravans and recreational vehicles (>10m) with width (>2.7m) in close proximity. f) Provision of water for visitors g) Provision of public access computer terminals and/or WIFI h) Public toilets onsite or nearby (within 2 minutes or 144 metres) 	Tick if attached <input type="checkbox"/>
<p>Respondents must address the above information in an attachment and label it "Respondents Resources":</p>	

3.3 Indicative Price Information

The city of Karratha is considering a fixed price contract with an indicative funding range in the order of \$300,000 - \$350,000.