
Request for Quotation

Request for Quotation:	Management of Merrittville Retirement Village
RFQ Number:	RFQ01 2025 - 26
Deadline:	12:00 NOON - Friday 17 October 2025
Quotation documents availability and lodgement.	<p>RFQ documents are available from Shire of Merredin website: Tenders » Shire of Merredin</p> <p>All submissions must be lodged electronically through the Council tender email: tenders@merredin.wa.gov.au</p>
<p>Submissions are to be received via the above electronic quotation box by the closing time and date.</p> <p>Late submissions will not be accepted.</p>	

1 Introduction

The Shire of Merredin (the Shire) is seeking quotes from suitably qualified and experienced applicants to manage the Merrittville Retirement Village (Merrittville) on behalf of the Shire.

The Shire owns Merrittville (located at 63 Bates Street, Merredin) which provides aged persons accommodation within the townsite of Merredin. This is currently managed by the Merrittville Retirement Village Inc Committee by way of a lease. Merrittville are seeking to terminate the current lease in late 2025, with the facility operation and management returning to the Shire.

Merrittville comprises:

- 10 x 1 bedroom units built September 1981 (Units 1 – 10) (Unit 4 and part of Unit 5 have been amalgamated. The other part of Unit 5 is used for kitchen, laundry and toilet for the Village Hall)
- 5 x 1 bedroom units built January 1993 (Units 11 – 15)
- 5 x 2 bedroom units built June 1995 (Units 16 – 20)
- 6 x 2 bedroom units built February 2001 (Units 21 – 26)
- 3 x 3 bedroom dwellings built 2013 (detached houses) (Units 27; 29; and 31)

Units 1 – 10 are the oldest and will require renovation works in the coming years. All other units are in relatively good condition. Annual inspections are undertaken, with maintenance carried out as required. When a unit becomes vacant, the Merrittville Committee have undertaken upgrades and maintenance, depending on budget.

It should be noted that the Shire reserves the right to segregate the 3 x 3 bedroom dwellings (detached houses) from the village at any time in the future.

1.1 Nature of Contract

This contract comprises a monthly payment to carry out the work in accordance with specifications as described in this document.

1.2 General Conditions of Contract

General Conditions of Contract are as per Shire General Conditions of Contract and are applicable herewith to this RFQ.

Principal	Shire of Merredin ABN 87 0656 764 84
Contract Commencement Date	To be negotiated – prior to 31 December 2025

Term of Contract	Three (3) years
Extensions (At the sole discretion of the Principal)	Two (2) single year options
Public and Product Liability	<p>Public and products liability insurance covering the legal liability of the Contractor and the Contractor's Personnel arising out of the Products and/ or Services for an amount of:</p> <ul style="list-style-type: none"> a) not less than \$20 million for any one occurrence; b) unlimited in the number of occurrences happening in the period of insurance in respect of public liability; and c) limited in the annual aggregate to \$20 million in respect of products liability.
Professional Indemnity	<p>Professional indemnity insurance covering the legal liability of the Contractor and the Contractor's Personnel under the Customer Contract, arising out of any act, negligence, error or omission made or done by or on behalf of the Contractor, or any subcontractor in connection with the Contract for a sum of \$5 million for any one claim and in the annual aggregate, with a provision of one automatic reinstatement of the full sum insured in any one period of insurance.</p> <p>The contractors must hold the required Professional Indemnity Insurance for Six (6) years after the completion of works.</p> <p>Professional indemnity insurance required under this clause must include:</p> <ul style="list-style-type: none"> a) fraud and dishonesty; b) defamation; c) infringement of intellectual property rights; d) loss of or damage to documents and data; and e) breach of Australian Consumer Law.
Motor Vehicle Insurance	Motor vehicle third party insurance covering legal liability against property damage and bodily injury to, or death of, persons (other than compulsory third party motor vehicle insurance) caused by motor vehicles used in connection with

	the Products and/ or Services for an amount of not less than \$30 million for any one occurrence or accident.
Compulsory Third Party	Compulsory third party insurance as required under any statute relating to motor vehicles used in connection with the Products and/ or Services.
Workers' Compensation	Workers' compensation insurance in accordance with the provisions of the <i>Workers' Compensation and Injury Management Act 1981</i> (WA), including cover for common law liability for an amount of not less than \$50 million for any one occurrence in respect of workers of the Contractor. The insurance policy must be extended to cover any claims and liability that may arise with an indemnity under section 175(2) of the <i>Workers' Compensation and Injury Management Act 1981</i> .

Unless otherwise indicated in the response received to this RFQ, it is taken that all of the Conditions of Contract outlined have been unconditionally accepted by the respondent.

1.3 Contact Persons

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

Name: Codi Brindley-Mullen
 Position A/Chief Executive Officer
 Telephone: (08) 9041 1611
 Email: admin@merredin.wa.gov.au

2 Specification

The Shire is seeking to enter into a service contract arrangement for the overall management of Merrittville, including to handle day-to-day applications, minor maintenance and general queries, as set out below. Larger scale maintenance or issues will be directed to the Shire for action. The respondent must maintain a qualified person (minimum qualification Certificate IV CPP41419 Property Management) for the duration of the contract period.

Management works are to include:

- Maintaining a register of tenants.
- Maintaining a wait list of prospective tenants

- Managing lease documentation and arrangements as per the Residential Tenancies Act.
- Providing an initial point of contact and response for resident questions and queries relating to their residence in a respectful manner.
- Being a first point of call for residents to raise concerns and maintenance issues relating to Merrittville. Where appropriate, these are to be forwarded to the Shire.
- Invoicing for all rental and associated payments (including any applicable utilities).
Note: tenants are responsible for their own power connection and billing.
- Collection of rental payments, together with any utility payments.
- Collection and lodgement of Bond payments, together with release of Bond upon expiry of the tenancy arrangements., including Property Condition Reporting (outgoing).
- Six (6) monthly tenancy inspections of all units.
- In consultation with the Shire, arranging annual inspections of each premises, including termite control, RCD checks, smoke detector checks and air-conditioning servicing. Tenants are responsible for their own pest control.
- Expending up to \$500 per unit per year for emergency works as described within the Residential Tenancies Act.
- Providing quarterly reports of all emergency works undertaken.
- Providing a monthly payment schedule to the Shire of all funds received from tenants.
- Managing the maintenance of all shared gardens, driveways and any other infrastructure (including the meeting room).

Merrittville will be handed over to the successful applicant with a current list of tenants, together with the waiting list for future vacancies. The Shire will also provide a list of current rental charges. The Shire will be responsible for setting rental charges for all tenants, including the determination of any annual increases.

The Shire will retain responsibility for major programmed repair and maintenance work, including project management of these works. This includes repair/replacement of items including the roof, roof structure, walls and other structural items, not including emergency works up to \$500 per unit per year.

Applications will be received through the successful applicant, however tenancy agreements will need to be lodged and signed by a designated Shire representative. Applications can be received during normal office hours at the Shire Administration. This same process will apply for submission of bonds to the Bond Administrator.

Although each tenant will be responsible for their utilities, the Shire will provide initial payment for water consumption and then back charge to each tenant.

The Shire intends to apply similar Guidelines for Applications as are currently in place to keep Merrittville as accommodation for low income aged persons. The Shire reserves the right to

direct the tenancy, outside of these guidelines under certain circumstances. The current criteria include (but are not limited to) the following:

- Age (over 55),
- Income and Assets,
- Ownership of Property,
- Australian Citizen.

People can be on the waiting list who do not qualify and if there are no suitable applicants and there is an empty unit, then the Shire could consider them being housed.

The deliverables for this contract are:

Area	Deliverable
Service	<i>Continued employment of a qualified person for the duration of the contract. Where this qualified person leaves the employ of the successful applicant, a qualified/ trained replacement will be in place within three (3) months of the cessation of employment of the qualified person.</i>
Service	<i>Collection of rents and any other tenant payments to the Shire.</i>
Service	<i>Six (6) monthly inspections of residences and reporting of issues.</i>
Service	<i>Reporting maintenance and other resident concerns to the Shire to arrange repairs/ maintenance within 48 hours of receipt (two (2) business days).</i>
Service	<i>Liaison with tenants on behalf of the Shire of Merredin.</i>

2.1 Selection Criteria

Qualitative Criteria Description	Provided
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<p>Relevant Experience</p> <p>Describe your experience in managing rental accommodation, residential facilities, or aged care premises. Respondents must, as a minimum, address the following information in an attachment and label it “Relevant Experience”:</p> <ul style="list-style-type: none"> i. Provide details of similar work, including liaison with residents, management of the facility, undertaking works etc; ii. Provide scope of the Respondent’s involvement in delivering positive outcomes; iii. Demonstrate sound judgement and discretion; iv. Provide details of issues that arose during the contract and how these were managed. 	<p>50%</p> <p>Yes / No</p>
<p>Capacity to Deliver & Resources</p> <p>Respondents must demonstrate that it has the organisational capacity to perform the Customer Contract.</p> <p>As a minimum, Respondents should provide a current commitment schedule and plant/ equipment schedule in an attachment and label it “Resources”.</p> <p>Respondents should also demonstrate their ability to supply and sustain the following items:</p> <ul style="list-style-type: none"> i. How you intend to operate the contract, provide a point of contact and support residents; ii. Whether you have existing arrangements with local contractors to undertake basic works; iii. Staff availability and commitment schedule; iv. Qualifications, with particular emphasis on experience of property management officers who will be assigned to this contract; v. Any contingency measures or backup of resources including personnel (in particular where qualified staff are unavailable); vi. Do you intend to subcontract any management works, and if so to whom? 	<p>30%</p> <p>Yes / No</p>

<p>Demonstrated Understanding & Methodology</p> <p>Respondents should detail the process they intend to use to achieve the Requirements of the Specification. Supply these details and an outline of your proposed methodology in an attachment labelled “Demonstrated Understanding”.</p> <p>Areas for you to cover include:</p> <ol style="list-style-type: none"> The service being provided – indicative days and times of operation, together with after hours contact provisions, including local contact arrangement if applicable; How you intend to manage occupation of the premises, including vetting occupants on waiting lists; Proposed property inspection regime; Management of contractors undertaking works at the premises. 	<p>20% Yes / No</p>
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2.2 Price Schedule

Respondents must complete the following “**Price Schedule**”. Before completing the Price Schedule, Respondents should ensure they have read this entire Request for Quotation. Prices are to exclude GST unless otherwise requested.

The below quantities are estimates only, and as such, the Principal reserves the right to increase or reduce quantities at its discretion.

Item	Description	Quantity	Rates	Total Amount
1.0	<p>Provision of general property management services</p> <ul style="list-style-type: none"> • Applications • Allocations • Tenancy Agreement/Lease • Bonds • Receipt of payments • Resident enquiries • Engagement of contractors for emergency works as per financial limit • Maintenance reports to Shire for action 	12		

2.0	Provision of six (6) monthly property inspection services (per unit/ per inspection)	29 units/ 2 inspections per year		
3.0	Provision of property inspection services outside of six (6) monthly cycle (per unit per inspection as required)	per inspection		
4.0	Management of gardens and outside maintenance (per month for village)	12		
Subtotal Annual Schedule (Excluding GST) of items 1.0, 2.0 & 4.0				
GST (10%)				
Annual Total (Including GST) assuming no additional inspections (3.0)				

Company Name			
Company Address			
Company Phone			
Name		Mobile	
Email			
Signed on Behalf of Company		Date	