



Four Wheel Drive NSW & ACT Inc.

Request for Proposal to provide Office Function Contractor

1. Introduction

4WD NSW & ACT is an Association for all four-wheel drivers. It is the peak body representing affiliated clubs to state and industry organisations. The Association was established in 1986 and currently represents approx. 70 clubs across NSW, ACT and QLD with approx. 3500 members (varies between 3000 and 4000). As at 1 February 2022 there are 68 member clubs with 3567 members. Clubs are located within one of the seven Regions – Greater Sydney, Hunter, Central West, Northern, Southern, Southern Ranges and Queensland.

The core service provided by the Association to members is the promotion of sustainable use and access through recognised training, education, certification, a Code of Conduct, public awareness events and support for the maintenance of 4WD tracks and associated environmental areas.

The Association has established relationships with National Parks and Wildlife Service, Forestry Corporation, Indigenous groups and Land Councils, Transport for NSW, Australian Confederation of Motor Clubs, as well as key representatives from Government and industry groups

The Association is managed by an elected committee of 9 members. Communication to Member clubs is via website, newsletters, email, 4 x quarterly meetings and Regional Meetings. The Association also owns the Sydney 4WD & Adventure Show that is usually held at Eastern Creek over 3 days in September each year.

It is envisaged that this service will be contracted with an individual or small team through a registered company structure holding the appropriate insurances, office equipment, relevant software and supplying consumables as required.

Detailed information about the Association, its activities and member clubs can be found at www.4wdnow.com and it is recommended that prospective tenderers explore the current and past projects, events, news, and activities to understand their scope and variety. The services provided through this tender actively support and, in many instances, propose similar projects, events and activities.

2. Background

Until 2021 the Association relied on volunteers to cover administrative and office support services but the Association's significant growth and expanded activities have increased the workload to the point where it demands a stand-alone paid service. This was recognised and supported by member clubs at the Association's Quarterly meeting in May 2021. As a result, the meeting agreed to establish an interim service arrangement with Very Clever Enterprises P/L to



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operate until 30 June 2022. The meeting also agreed to establish a Review, Compliance and Governance Panel (RCGP) to develop this Request for Proposal (RFP) and seek responses from within the member clubs of the Association.

The organisation selected from this RFP will provide the services from 1 July 2022 for a period of 2 years with the possibility of a further option of 2 years if offered by Association and agreed by both parties.

Any questions about the process or the requirement should be directed by email to rcgp@4wdnow.com

3. Summary of Services

The contracted office support function will include the following:

- play a major role as a continuous communications hub between the Committee, the 4WD clubs, their committee members and delegates, government agencies, landowners, traditional custodians, industry organisations, insurance company and the public – covered by phone calls, emails, enquiries, newsletters, website, social media, correspondence, submissions. (estimated 35%)
- give continuity of daily administration and operations support to the Committee (both current and in transition), and prepare for monthly committee meetings, quarterly membership meetings and AGM. (estimated 25%)
- develop, propose, organise, promote & manage activities, events, projects, government grant submissions, training and education services and write process/procedure documents of tasks (estimated 25%)
- create, prepare & maintain information on the Association website and social media platforms, analyse and fix problems with website (estimated 15%)

A detailed description of the tasks and related skills is at **Attachment A**. The current provider averages 30 hours per week for these tasks.

4. Contractor & Skills Requirements

The successful contractor must:

- maintain a registered Company with ABN and appropriate insurances and be registered for GST.
- have a fully equipped office with reliable internet access able to support online multimedia communications
- have computer equipment with current software to support office functions, graphic services, website design, anti-virus & security. Essential products



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include the full suite version of Microsoft 365 and Mail Chimp. The Association has licenses for Shopify (website support) and Zoom (2).

- as a minimum, for peripheral equipment, have a commercial floor model office colour MFD machine with copy, print, scan capability, 35ppm & duplex
- a location with Public access for members to attend as required
- have storage available for Marketing materials (2 pallet spaces) and the Association Trailer
- Association signage at the location is preferred

In addition, the contractor representative must:

- be a current member of an affiliated club with continuous membership for at least 3 years at contract commencement and maintain their membership throughout the contract period. Their club must have continuous affiliation with the Association for at least the preceding 2 years and maintain that throughout the contract period.
- be based in NSW or ACT and be able to travel to attend face-to-face meetings – minimum would be 4 Quarterly meetings each year, which are held on a Saturday. Face to Face attendance is preferred for Committee and Regional meetings, Zoom may be available to cover attendance at some of these meetings. Attendance at most events will also be required.

The person(s) providing the services must be able to demonstrate:

- strong oral & written communication skills
- extensive experience in an administrative role
- advanced computer skills covering office products & website design
- knowledge of 4WDiving as a recreational activity
- knowledge of Government agencies and industry bodies relevant to 4WDiving interests
- problem solving skills, ability to handle complaints & manage conflict
- experience with developing an idea from its inception through research, gathering information & costs to a proposal for presentation and implementation
- preferable to own a vehicle capable of towing the Association trailer to events

5. Reporting Arrangements & Performance Indicators

The contractor will report to the Association Committee via Vice President Clubs.

The services provided will be reviewed by the RCGP monthly using a report from the contractor and performance indicators. A detailed review and meeting are also planned to occur Quarterly and Annually.

Performance indicators will address the tasks listed in Attachment A and will cover:



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- newsletters to be produced monthly, as a minimum, & with additional newsletters as required for important issues/information
- website & social media updates to include latest news and information
- timely response to emails, phone calls, requests
- efficient handling of insurance claims and enquiries from member clubs
- meeting preparation, attendance and response to questions
- assistance to Committee with research, information, etc. when requested
- research & propose ideas for events, training, benefits for members, government grants
- management of complaints

A list of the proposed KPI's is at **Attachment B**

The proposed Monthly Report is at **Attachment C**

The proposed Feedback Form is at **Attachment E**

6. Structure of responses

Responses should:

- provide a brief description of the company offering the service - ABN, company structure, number of employees, location, services, hours of operation, insurances held, annual turnover for last FY and estimate for current FY
- nominate person(s) who will provide the contracted office function service including affiliated club membership details
- outline the skills & relevant experience of each nominated person & attach a full resume and samples of relevant work for each
- describe the office equipment, communications, and relevant software including versions
- indicate the availability of nominated person(s) in relation to hours of work, travel, attendance at meetings (including at weekends), and any restrictions to these aspects
- describe any specific measures you would take to provide services to all member clubs as well as the Committee, regardless of location
- provide fixed annual fee per paid member including GST and any extra costs

7. Transition Plans

New contractors should include a proposed transition plan of the services from the current provider and cover the timeframe, initial & ongoing support required.

The current provider should outline a transition plan to move services to new contractor and include suggested timeframe and support available for this.



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8. Closing date for responses: Thursday, 31 March 2022

Address responses by email to rcgp@4wdnow.com

Questions regarding the tender are to be submitted by email to RCGP by 8 March 2022 and replies will be sent to all tenderers by 15 March 2022.

9. Evaluation of Responses

Responses will be evaluated by the Review, Compliance and Governance Panel (RCGP) and a recommendation will then be submitted to the Association Committee for review before being presented as a motion to the May 2022 Quarterly meeting of delegates for approval.

Tenderers may be requested to provide a presentation to RCGP in the 1st week of April 2022.

10. Service Agreement/Contract – this will not be an employment contract. It will cover the following items and other areas as agreed:

- Details of parties
- Nature of Relationship
- Commencement date & period of contract
- Description and performance of services
- Payment value and arrangements - continue with a fixed annual fee per paid member
- Insurance requirements
- Ownership of materials, intellectual property, copyright etc.
- Indemnity and Warranty
- Confidentiality
- Change of personnel
- Termination of contract by either party
- Renewal process
- Variations
- Dispute process

The draft Service Agreement/Contract is at **Attachment D**



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**Attachment A –
Office Function Contractor – Tasks & Related Skills**

**Attachment B –
Office Function Contractor – Key Performance Indicators (KPI's)**

**Attachment C –
Office Function Contractor – Monthly Report – (KPI's)**

**Attachment D –
Draft Service Agreement/Contract**

**Attachment E –
Office Function Contractor – Feedback Form**