Tender | Supply and Installation of Signage

Tender No. 2/2020

RELEASE DATE: 10 March 2020
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The Opportunity

Centennial Park is South Australia’s leading provider of cemetery, cremation, funeral and memorialisation services, and hosts approximately 500,000 visitors each year.

Centennial Park is seeking submissions from signage providers of the highest calibre to provide and install a range of high-quality signage throughout Centennial Park to direct our families and visitors to key areas throughout the Park.

The provider will be required to supply and install a range of signage according to design specifications provided as well as provide advice and solutions regarding other contemporary way-finding and signage needs.

Signage will include major signs at entrances to Centennial park, directional signage and section signage.

Further details of the opportunity are specified in Appendix A.
About Centennial Park

Business and Ownership

Centennial Park is South Australia’s leading provider of burial, cremation, funeral and memorialisation services. For more than 80 years it has provided a place where people are welcomed and encouraged to honour life.

Over 150,000 people are memorialised in the Park and many of these memorials are visited regularly by family and friends. Centennial Park conducts around 3,500 cremations, 800 burials and 1,400 funeral services each year, an indication of the value our families place on the beautiful facilities that Centennial Park provides.

Centennial Park is owned by the Centennial Park Cemetery Authority (the Authority), a regional subsidiary of two councils, the Cities of Mitcham and Unley in South Australia. It is governed by a seven-member Board of Management comprising two appointed by each owner council and three independent members.

Led by a Chief Executive Officer and Senior Management Team, the Centennial Park team consists of around 55 dedicated and passionate staff. In addition, the Commonwealth Government has an onsite team of eight who manage the South Australian Garden of Remembrance for the memorials of those who fought in wars.

Vision, Mission and Values

Centennial Park’s vision is to be the pre-eminent end-of-life resting place; a place that connects people through a rich tapestry of beautiful gardens, services, events and histories.

Our mission is to provide a stunningly beautiful community space in which to enduringly commemorate loved ones and to celebrate the wonder of life.

Our values are:

- Compassion
- Inclusion
- Excellence
- Innovation

Location and Map of Centennial Park

Situated within 10 kilometres of Adelaide city, on Goodwood Road, Pasadena, Centennial Park provides easy access to all South Australians and visitors.

A statement entrance has been created with a four-metre high sculpture, Connections, providing a location reference point for visitors. Connections was commissioned by Centennial Park and created by acclaimed South Australian artist Karl Meyer, in association with Exhibition Studios. It was installed in December 2018 and conveys the very essence of Centennial Park; human connection, togetherness, warmth, care, empathy, and friendship.
On a footprint of 40 hectares (100 acres), the Park boasts:

- more than nine kilometres of majestic tree-lined avenues
- many pathways for walking and prams
- thousands of flowering and native plants
- more than 30 themed gardens, almost 8,000 rose bushes of 150 differing varieties
- gazebos, an island, a creek and 20 water features or fountains

It also is home to ducks, koalas, possums, tortoises and an abundance of native wildlife, including more than 30 bird species.

There are three sandstone buildings within the Park:

- The Administration Building where families visit to discuss memorial options and renewals, and which accommodates our corporate service teams;
- The Operations Building, the hub for operations, grounds, infrastructure, maintenance, the crematorium and bookings of services;
- The Jubilee Complex housing a number of Funeral/Service spaces including the Heysen seating 250, the Florey seating 90, the Mawson seating 30 people, and the Foyer able to seat up to 450.
Tender Requirements

Centennial Park welcomes tenders for the supply and installation of a range of high-quality signage throughout Centennial Park. Tender responses are to be received by 4.00pm Friday 27 March, 2020.

Submitted tenders will be evaluated against a range of criteria as detailed below.

Objectives of the Tender

The objectives of this tender are to:

- Develop a partnership with a contractor that will work collaboratively with Centennial Park and its other contractors to enhance the standards, amenity and reputation of Centennial Park.
- Develop a partnership with a supplier of high-quality signage, in a range of designs and sizes, including the supply of all labour, materials and artwork, to direct families and visitors to Centennial Park.
- The supplier will:
  - Remove and dispose of any existing signage that is replaced with new signage or existing signage that is no longer required;
- Supply and install a range of signs at entrances and throughout Centennial Park, according to design and engineering specifications provided in Attachments A, B, C, D and E in quantities specified in Appendix A: Detailed Scope of Works.
- Include pricing for signage artwork;
- Seek Council approval for design and installation of all signs, where required/applicable;
- Supply and install signage compliant with engineering requirements/specifications.

Format of Response

The format of the response is to be structured into four parts as follows:

1. Cover Letter/introduction including a Statement of Purpose (Response Part 1)
2. Respondent Organisation’s Information (Response Part 2)
3. Evaluation Criteria (Response Part 3)
4. References and other relevant and appropriate information to support the tender.

Please note Centennial Park may seek further clarification, information or additional documentation to the Tenderer/Respondent responses at their discretion.

Cover Letter & Statement of Purpose (Response Part 1)

The Respondent is required to detail, in a cover letter, a brief but comprehensive overview of their operation’s background and history, values and mission and demonstrate why they are submitting a tender for this project.

The Respondent should prepare the cover letter and Statement of Purpose and identify them as Response Part 1.

Respondent Organisation’s Information (Response Part 2)

The Respondent is required to detail the following information as part of the response requirements:

- Corporate structure and full name of the entity. If there are multiple entities involved, the response must highlight the responsible entity which will enter into the agreement with Centennial Park.
- Beneficial ownership interests in the responsible entity and any related entities.
- The ABN of the responsible entity.
- Operational background including years in business, organisation chart, management bios, locations and corporate mission, values and vision.
- Details of the nominated representative who will be the main contact throughout the tender process including name, email address and contact numbers.
- Provide a copy of current Public Liability & Products Insurance in the amount of not less than $20 million.
- Provide details of environmental sustainability practices.
- A comprehensive understanding of and adherence to Appendix A.

A checklist has been provided at Schedule 1.
Evaluation Criteria (Response Part 3)

Tenders/Responses will be evaluated against the following criteria:

<table>
<thead>
<tr>
<th>Standard</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How the Respondent will uphold the standards, amenity and reputation of Centennial Park</td>
<td>A summary demonstrating an understanding of the culture and vision of Centennial Park including the capacity of the respondent to uphold these same values.</td>
</tr>
<tr>
<td>2. Experience &amp; Qualification</td>
<td>Details of the Respondent’s experience in providing the requirements of the tender. Evidence must be provided of the previous experience in the delivery of similar projects and the scale in South Australia or nationally.</td>
</tr>
<tr>
<td>3. Methodology</td>
<td>How the Respondent proposes to successfully carry out the described works, including:</td>
</tr>
<tr>
<td></td>
<td>• Operational Strategy – how the contractor will work with Centennial Park to achieve the shared objectives.</td>
</tr>
<tr>
<td></td>
<td>• How the contractor will liaise with Centennial Park regarding removal of existing signage and installation of new signage to avoid disruption to Park operations.</td>
</tr>
<tr>
<td></td>
<td>• Commitment to environmentally sustainable practices.</td>
</tr>
<tr>
<td></td>
<td>• Commitment to adherence to Appendix A.</td>
</tr>
<tr>
<td>4. Commercial Risk</td>
<td>Information provided regarding:</td>
</tr>
<tr>
<td></td>
<td>• Financial Viability</td>
</tr>
<tr>
<td></td>
<td>• Quality Assurance Systems</td>
</tr>
<tr>
<td></td>
<td>• Commitment to WHS Management and State and National Work Health &amp; Safety Legislation.</td>
</tr>
<tr>
<td></td>
<td>• Registration and Licences</td>
</tr>
<tr>
<td></td>
<td>• Insurances</td>
</tr>
</tbody>
</table>

The Respondent is required to prepare and submit answers to each evaluation criteria in a clear and precise manner referencing each individual standard as Response Part 3 (1-3).

The Process

Contact Details and Communication

Respondents to this tender are requested to refer questions regarding the tender or their submission to the Nominated Contact Person:
Any site visit or inspection by Respondents must be by appointment.

**Timeline**

The closing time for submissions to this Tender is 4.00pm on Friday 27 March 2020.

All submissions will be evaluated by the Centennial Park Cemetery Authority against the evaluation criteria outlined in this Tender.

Following is an indicative outline of the evaluation timeline for the appointment of an operator:

<table>
<thead>
<tr>
<th>Stage</th>
<th>Indicative Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1 – Tender issued</td>
<td>10 March 2020</td>
</tr>
<tr>
<td>Closing date for Submissions to the Tender</td>
<td>27 March 2020</td>
</tr>
<tr>
<td>Initial Evaluation of Tender Responses</td>
<td>3 April 2020</td>
</tr>
<tr>
<td>Stage 2 – Shortlist of Respondents identified</td>
<td>10 April 2020</td>
</tr>
<tr>
<td>Contracts provided to shortlisted Respondents</td>
<td>24 April 2020</td>
</tr>
<tr>
<td>Return of contracts from shortlisted Respondents</td>
<td>1 May 2020</td>
</tr>
<tr>
<td>Negotiations with preferred Respondent</td>
<td>8 May 2020</td>
</tr>
<tr>
<td>Formal Agreement executed</td>
<td>15 May 2020</td>
</tr>
<tr>
<td>Works Commencement</td>
<td>22 May 2020</td>
</tr>
</tbody>
</table>

Please note Respondents may be required to present to Centennial Park’s evaluation team and advisers on their tender responses, at Centennial Park’s discretion.
Submissions

Submissions in response to this Tender close at 4.00pm Friday 27 March 2020.

Tenders (3 copies) can be posted to, or delivered in person (to the Tender box provided at Reception) at Centennial Park Cemetery addressed as follows:

Tender No.2/2020
Mary-Anne O’Leary
Manager Client Services
Centennial Park Cemetery Authority
760 Goodwood Road
PASADENA SA 4042

Centennial Park Administration Building is open between 9:00am – 5.00pm Monday to Friday.

Please note the following in relation to lodgement of submissions:

- Tenders are not to be faxed in whole or in part.
- Three copies are required.
- Respondents acknowledge that lodgement of their tender on time, and in accordance with the lodgement requirements, is entirely their responsibility. Centennial Park Cemetery Authority accepts no responsibility for submissions received after the closing date and time.
- Submissions should be lodged in a clearly-marked and sealed envelope, endorsed with the Tender Number 2/2020 (as set out on the front page of this Tender).

Conditions

Centennial Park Cemetery Authority reserves the right to:

- Not select any or all of the Respondents
- Select a provider other than a Respondent
- Consider non-complying Respondents
- Reject non-complying Respondents
- Negotiate with a selected Respondent(s) after submission of the Response
- Change the date and timelines of the Tender, if required
- Change/update its requirements under this Tender
- Conduct competitive parallel negotiations with two or more short-listed Respondents
Confidentiality

All information contained in this Tender is provided by Centennial Park Cemetery Authority, and information issued by Centennial Park or its contact person as part of this process, is to be regarded as commercial-in-confidence.

Each Respondent must ensure that no person receiving such confidential information may use, copy or disclose any of it to any person except for the purpose of preparing the Tender submission.

Conflict of Interest

Respondents are required to identify any actual or potential conflict of interest in their response to the Tender or notify the Nominated Contact Person in writing immediately.

Schedule 1

Respondent’s Information Checklist

- Organisation Name
- Organisation ABN
- Corporate Structure Type
- If a Company, provide ASIC Company Extract
- Organisation Background
- Numbers of years in operation/business
- Organisation Chart
- Biographies of key management personnel
- Location of Organisation and business operations
- Corporate Mission
- Values & Vision
- Nominated Representative Contact
- Nominated Representative Contact Details (email and phone)
- Overview of organisation's financial status including equity, debt and other financial commitments
Appendix A: Detailed Scope of Works

Centennial Park wishes to develop a partnership with a contractor that will work collaboratively with Centennial Park and its other contractors to enhance the standards, amenity and reputation of Centennial Park through the supply of high-quality signage, in a range of designs and sizes, including the supply of all labour and materials, to direct families and visitors to Centennial Park.

- The supplier will:
  - Remove and dispose of any existing signage that is replaced with new signage or existing signage that is no longer required;
  - Supply and install large entrance sign outside gate at the most southern Goodwood Road entrance (near the Administration Building), according to design specifications provided at Attachment A;
  - Supply and install large entrance sign on stone wall at Manse Terrace entrance, according to design specifications provided at Attachment B;
  - Supply and install up to four directional signs (one at each vehicle entrance) for guiding people to key buildings and areas of the Park, according to design specifications at Attachment C;
  - Supply and install up to 25 street-sign styled sign posts and signs to direct people to sections of the Park and key amenities, according to design specifications at Attachment D;
  - Supply and install up to 200 Area/Section/Information signs, according to design specifications at Attachment E;
  - Include signage artwork;
  - Seek Council approval for design and installation of all signs, where applicable;
  - Supply and install signage compliant with engineering requirements/specifications.

- Please note that the number of signs ordered initially will be dependent on pricing quoted and it may be that some of the purchasing may need to be delayed until future financial years, but it is expected that the first order will be placed during this financial year.

Cemetery Operating Environment

The works are to be completed within the grounds of Centennial Park Cemetery Authority (Centennial Park), 760 Goodwood Road, Pasadena, SA.

Contractors and their representatives must be considerate of the cemetery context and sensitive around burial areas at all times.

Customer service at the highest level is paramount. Extra care must be taken when operating on site, especially during opening times to ensure the safety of all Park users. It is expected that the contractor will work in partnership with Centennial Park to conduct their business in a professional and respectful manner that is consistent with the values of the Park: Compassion, Inclusion, Excellence and Innovation.

The cemetery will continue to operate throughout the works program and it is critical that all care is taken to ensure minimal disruption to Centennial Park visitors and staff. Visitors to the site will primarily be mourners and may be attending a burial or memorial service within the immediate area, or have a relative buried within the works area, so an increased level of consideration must be afforded to all visitors in and around the works area.
There may be a need to access the works area for a burial service during the works program. In this event special measures will need to be implemented to allow for the service to be conducted within the works area. A full site shut down of works for this period and provision for safe access to and from the area for mourners, funeral director and cemetery staff will be required.

The operating hours of Centennial Park are:
- Administration - Monday to Friday 9am – 5pm
- Car Park and grounds open to the public - Monday to Sunday 7am – 7pm (9pm during Daylight Savings)

Noisy works are not allowed after hours and must be coordinated around burial services. Daily updates will be provided by Centennial Park regarding services to be conducted that day.

All works must stop when instructed by Centennial Park staff in the event of a burial service or other Park operations which requires a quiet environment.

The contractor will be responsible to establish and agree with Centennial Park regarding site management measures, WHS requirements and Safety in Design (SiD) considerations.

There are existing trees and landscaped gardens within and close to burial areas. These are to remain and should be protected during the works as required. Removal of any tree or existing structure is not permitted without prior consultation and approval from Centennial Park.

The wider cemetery site contains asbestos. While it is unlikely any will be encountered during these works it is the contractor’s responsibility to read the Asbestos Register (register No. AS3823), contained in the specification and to comply with the authorities requirements and the information contained in the specification regarding Hazardous Materials identification and removal.

Communication

Centennial Park will seek to provide adequate communication of the works to the public and the Interment Right Holders of relevant areas where works may occur. The contractor must immediately notify Centennial Park of any complaints or communications with members of the public and mourners. Failure to do so may result in termination of the contract.

The tender will initially run for three years and may be extended by mutual agreement thereafter.
Attachment A

Attachment A Major sign outside gate near Admin Bldg.pdf

Attachment B

Attachment B Manse Terrace Sign.pdf

Attachment C

Attachment C Major Directional Signs.pdf

Attachment D

Attachment D Street Style Sign.pdf

Attachment E

Attachment E Area Section Information Si