

# Seeking Interested Service Providers Over 55s Leisure and Learning Activities



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## Scope of Works

### Community Care - Over 55s Leisure and Learning Service

#### 1. BACKGROUND

The Community Care group is a department of the City of Parramatta Council that provides a number of different services for older people and people living with a disability.

The Over 55's Leisure and Learning Service promotes the wellbeing and independence of people through opportunities for learning, social connectedness and physical activities. Activities are run throughout the City of Parramatta Council Local Government Area.

Class activity programs are offered on a Term Based Model, with most terms being a 10-week term.

#### 2. SCOPE OF WORKS

The City of Parramatta Council is seeking Interested Service Providers that will enable City of Parramatta Council to form a panel of service providers and initially enter into a contract for one (1) year with skilled and competent suppliers capable of providing activities such as yoga, tai chi and tai chi for Arthritis, line dancing, gentle exercise, Zumba gold, strength and balance exercises, art, craft, dance exercise programs, music or singing classes and other forms of gentle exercise programs such as Heart Foundation, Arthritis or Diabetes programs will be considered. We are open to consider programs designed to reduce isolation and fit the demographics. Activities are run as group sessions at various venues across the Parramatta Local Government Area.

Parramatta Local Government Area has five (5) Wards. Parramatta, Rosehill, Dundas, North Rocks, and Epping. The area spans from Toongabbie to Wentworth Point.

## Compliance

The service provider is to be compliant as per Council contract agreement and must have all the necessary required qualifications, insurances, first aid (including annual CPR renewal) and Association memberships to hold the tutor contractor role.

Contractor must complete and comply with all Core and Work Health and Safety requirements for the contractor role, including 'up to date' vaccinations.

All compliance certificates will be required to be uploaded into Barringtons Smartek System by the contractor themselves via access Card. When they are up for renewal you will be notified. Once notified you must renew your documentations and then upload the new current documents into the online Smartek System for compliance, failure to do so will be a breach of contract.

Service provider will complete all necessary compliance requirements, this will also include reading of all documentation, policies, handbooks etc that are in the Smartek System, this will be part of the contractual agreement.

**Maintain quoted per hour cost for 12-month contract period.**

All required equipment or material/s must be included in quoted per hour figure and there should be no extra costs to members or Council. The quoted price is GST inclusive.

Contractors are expected to provide the service at the quoted and accepted price for the 12-month period. If the contract is to be extended beyond one (1) year, the quoted per hour price can only increase by the Consumer Price Index (CPI).

**Service Providers – Expression of Interest**

Service providers are to factor in all necessary costs when providing quotations so it will enable them to provide and deliver a quality service.

**What to consider:**

- Costs for Online Registration done annually with Barringtons Smartek System
- Allow for time to read and upload online compliance documents as required.
- Allow adequate Setup and Pack up time (15mins before and 10mins after) in the suburban venues/halls for equipment and any requirements for reporting and delivery of the lesson as stated in the contract. This hourly rate is inclusive.
- When opening up and locking up the hall/venue you are to be there before/after customers and conduct a health and safety inspection of the premises (to be done at start of every lesson) as part of the setup/pack up routine. Codes will be provided for entry to venues, these are to be kept confidential.
- Liaise and work with class participants to ensure forms are completed, such as Pre-Activity forms and evaluations.
- Mark attendance roles for the class and send them by email weekly to email [communitycareadmin@cityofparramatta.nsw.gov.au](mailto:communitycareadmin@cityofparramatta.nsw.gov.au)
- This may move to an online system in the future.

Activities will operate on a Term Based Model, where classes will run for a school term. Most terms are 10 weeks however there may be a change due to how the calendar falls e.g. Public Holiday. If a program is not viable due to insufficient participant/customer interest, Council may cancel a program at any time upon reasonable notice to the contractor.

Some activities could prove popular in some areas and not others, so we may change the venue to a different location or time, this would be done to meet the needs and demand of the local community.

Contractors will work on a term-by-term basis with no expectations of payment if the work does not go ahead.

**Contract – length of time/renewal**

The contractor will agree to enter into a contract to supply services for 12 months.

The contract may be extended by a further one (1) year dependent on annual performance reviews based on compliance to the agreement and ability to meet key performance indicators as described below. These reviews will be carried out no less than one (1) month prior to the expiry of the current contract term.

### **Contractor to modify teaching method or activity to suit and include all participants**

Contractors will be required to work with people over 55 years of age, people with disabilities (and their carers) and people from diverse backgrounds

Contractors are expected to show respect to participants at all times.

Any changes to service arrangements must be discussed with the Service Coordinator initially and then communicated to participants to avoid anxiety and subsequent impacts on Council.

Contractor must have the capacity to modify the teaching instruction to ensure that all members are included and that they can safely participate without risk to their health and well-being.

### **Quality Assurance**

The City of Parramatta Council has the right to review contractor documentation and liaise with the customers at any time in order to verify the quality of work.

Where a contractor is not performing as per the requirements set out in the specifications Council has the right to terminate the contract.

The service will conduct evaluations on activities throughout the year. This will form part of the contractor assessment that will inform whether a contractor's agreement is extended.

### **Key performance indicators**

**Responsive** – the contractor is responsive to the needs of class participants and the Over 55s Leisure and Learning Service.

**Respectful** – the contractor treats participants with dignity and respect.

**Communication** – a high level of communication between participants, contractor and Council is maintained over the term of this contract.

**Quality** – the work performed is of industry best practice and the requirements of this contract.

**Privacy** – information that relates to members is maintained as private and confidential.

**Compliance** – the contractor is compliant to the agreement, City of Parramatta Council Code of Conduct and Statement of Business Ethics.

Customer Satisfaction – high level of activity satisfaction with and attendance at activities.

## **ASSESSMENT OF THE PROPOSALS**

The applicants' submissions will be assessed using a value selection process so that both price and non-price attributes can be taken into account. The method objectively assesses ability and merit to provide a clear indication of the most appropriate contractor by balancing the 'value for money' constraints against the required standards and scope of the work. The criteria for the selection of a contractor are:

- Is your company, or a part of your company, located in the Western Sydney region?
- Value for money, including additional costs compared to the benefits to be obtained,
- The knowledge and experience in the particular field. Of particular importance is the presence of sufficient depth of experience to cover the broad range of skills needed.
- The proponent's current capacity and resources to work to the program as presented by the proponent.
- Does the company or individual hold membership / registration with appropriate Peak Body Associations?
- Workplace Health and Safety measures actively pursued by the business in executing its daily activities whilst meeting all State and Federal laws.
- Ability to meet requirements set out in the Core Requirements (Schedule 3).
- A National Criminal Record Check (CRC) are required for contractors working with or in contact with Vulnerable persons. This includes groups (or individuals such as a 1:1 ratio).
- Contractors to City of Parramatta Council are required to be "up to date" with their vaccinations and supply evidence.

## **SUBMISSION OF EXPRESSION OF INTEREST**

All responses **must** be received directly by the council officer by **11:00am on Thursday 26 May 2022**.

They must be clearly marked and can be sent to:

Maree Burke on [mareeburke@cityofparramatta.nsw.gov.au](mailto:mareeburke@cityofparramatta.nsw.gov.au)

Late submissions will NOT be accepted

For any further enquiries please call Maree Burke on [mareeburke@cityofparramatta.nsw.gov.au](mailto:mareeburke@cityofparramatta.nsw.gov.au) or 9806 5121  
Please note that Council requires all enquiries for advice about a specific question to be submitted in writing. All questions and responses will be shared with all interested parties.

# Attachment 1 - Application Form and Pricing

## Community Care - Over 55s Leisure and Learning Service

Name:

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Address:

---

Suburb:

Postcode:

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Contact Number(s):

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Email:

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Business Name:

\*ABN:

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\*Must be provided

**What Health and Well-Being Activities are you interested in facilitating/instructing?** (tick relevant boxes)

Health and Fitness	Social and Education
<input type="checkbox"/> Zumba Gold	<input type="checkbox"/> Music / Singing - Choir
<input type="checkbox"/> Dance (please nominate e.g. Ballroom)	<input type="checkbox"/> Photography
<input type="checkbox"/> Gentle exercise	<input type="checkbox"/> Natural Therapy (Meditation)
<input type="checkbox"/> Line Dance	<input type="checkbox"/> Craft (various projects)
<input type="checkbox"/> Pilates	<input type="checkbox"/> Art for Beginners or Advanced (painting/drawing) (please nominate)
<input type="checkbox"/> Yoga	
<input type="checkbox"/> Tai Chi	
<input type="checkbox"/> Tai Chi for Arthritis	
<input type="checkbox"/> Strength and Balance exercise	
<b>Other</b> (please specify): <hr/>	

For each course identified above, please provide the following details.

**Course outline** (please provide a description of the proposed course/s):

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**Target audience** (e.g. Over 55s) including preferred class size - the maximum number of participants able to be managed safely during the activity, in a class environment (if applicable):

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**Duration of course** (please specify e.g. 1 hour):

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**Hourly rate: \$**

**Inclusive rate includes equipment, bump in and bump out times. All prices are inclusive of GST.**

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**Please outline your relevant qualifications, certificates and experience?** (Attach a copy of your resume and all relevant Qualifications, First Aid (including current CPR) and Association memberships) including any other relevant required particulars. For Insurances, please fill out Attachment 5.

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**Please indicate your preferred location:**

<input type="checkbox"/> Epping	<input type="checkbox"/> Dundas	<input type="checkbox"/> Carlingford
<input type="checkbox"/> Ermington	<input type="checkbox"/> Parramatta CBD	<input type="checkbox"/> Winston Hills
<input type="checkbox"/> Newington	<input type="checkbox"/> Roselea Hall -Beecroft	<input type="checkbox"/> North Rocks
<input type="checkbox"/> Toongabbie	<input type="checkbox"/> <b>ONLINE</b>	<input type="checkbox"/> Wentworth Point

**When are you available?**

<b>Days:</b>	<b>Preferred times - please specify:</b>
<input type="checkbox"/> Monday	_____
<input type="checkbox"/> Tuesday	_____
<input type="checkbox"/> Wednesday	_____
<input type="checkbox"/> Thursday	_____
<input type="checkbox"/> Friday	_____

**Please provide details of two recent and relevant referees:**

Name:

Phone number:

Occupation:

Relationship to you:

Name:

Phone number:

Occupation:

Relationship to you:

**Declaration**

I am aware that if I am selected to be on the register and subsequently engaged by Council to facilitate an Over 55s Leisure and Learning Program, I will be required, prior to commencing work,

- ☐ Complete a Criminal Record Check relevant for the position.
- ☐ Provide a COVID-19 Safe Work Plan
- ☐ Provide evidence of 'Up to Date' vaccinations
- ☐ Agree to Council's terms of trade - Attachment 5 – Sample of Contract
- ☐ Will be required to register and be approved with Barringtons Smartek System prior to works commencing for City of Parramatta Council –If successful fees will apply to register plus a minimum cost for a System Card per person. Registration fees can range from \$200.00 (sole traders) to \$400.00 (business) plus a \$10.00 Card fee per person.
- ☐ You must provide evidence of Public Liability Insurance and Workers Compensation Insurance or Income Protection Insurance (Sole Traders) as per compliance requirements requested by Council.
- ☐ Agree and sign a contractual agreement with City of Parramatta Council

**Signature:**

**Date:**

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## Attachment 2 – Schedule – WH&S

Note: Copies of evidence against each question, must be attached to this submission

	Description of Critical Element	Yes	No	N/A	Documents Attached	Additional Comments
1.1	The contractor has safe operating procedures / Safe Work Method Statements, relevant to the scope of operations and risks identified for scope of work.					
2.4	The contractor has a policy and/or forms relating to the documentation of equipment and their regular inspections, testing and maintenance.					
2.5	Contractor has procedures for the storage, handling and use of hazardous substances and a register if applicable i.e. petrol					
3.1	The contractor, if an employer, has a documented policy in place in relation to WHS training and can demonstrate records of current training, records of competencies for all relevant areas of operation.					
3.2	The contractor has a documented process for the recording and checking of all relevant licences and qualifications i.e. drivers licence and criminal record checks.					
4.2	The contractor has a process for reporting hazards at the worksite.					
6.2	The contractor records WorkCover infringements, penalties, or other breaches of statutory law.					
7.1	The contractor has a documented process for the management of sub-contractors.					
8.1	The contractor has a COVID-19 Safety Plan.					
8.2	The contractor and all workers are 'Up to Date' with vaccinations					

This document is to be completed by the tendering contractor. The purpose of this document is to provide council with specific information on the contractor's ability to conduct its works in a systematically safe manner.

### Attachment 3 – Core Requirements Checklist

Requirement	Core/ Secondary Requirement	Additional Information	Please explain your ability to meet this requirement
Main business is specific to activity	Core	Providing Recreational Health & Fitness Exercise programs, such as, Zumba Gold, Pilates, Gentle Exercise and General Exercise. All activities held for vulnerable persons over 55 years or with a disability	
Capacity to provide low cost activity	Core		
National Criminal Record Check (CRC) is required - Contractors will be required to submit to Council, current Criminal Record Checks.  If a contractor is working with vulnerable persons in a group OR has reasonable interaction with an individual (such as a 1:1 ratio) then a CRC is required.  This is in accordance with Community Care and City of Parramatta Council policy.	Core	All activities held for vulnerable persons over 55 years or with a disability	
Maintain quoted per hour cost for contract period. All required equipment is included in quoted per hour figure and there are no extra costs to participants or Council	Core		
Parking and travel are not provided and this is at contractors own cost	Core		
Contractor must have an ABN	Core		
Contractor will discuss any maintenance or venue access issues with the Over 55's Leisure and Learning Service coordinator	Core		

Contractor must be registered with an industry professional association or peak body	Core	This a requirement for physical or health related activities	
Contractor will inform CoP of services carried out and lodge invoice monthly, preferably via email	Core		
Contractor must maintain participants privacy and confidentiality	Core		
Contractor is responsible for maintenance, insurance and upkeep of their own equipment	Core		
Contractor to modify teaching method or activity to suit and include all participants	Core		
Contractors must participate in emergency drills	Core		
Has the capacity to commence activity the week beginning 29/1/18	Core		
Contractor is to remain impartial and not get involved in participants issues	Core	Please explain how you maintain this	
Contractor to provide a term lesson plan to cover an 8-10 week term	Secondary	**A template is can be supplied for this	
Where the activity warrants then fitness and health assessments are to be conducted. Contractor to get participants to fill in Pre-Activity Assessment forms in relation to own insurance.	Core	Is required & kept by tutor in a safe environment for 7 years and for audit purposes if requested  The assessment will help to meet individual needs for the activity  Form/Template is supplied with contract to copy and use	
Safe Work Method Statement to be supplied to Council with this Proposal	Core	**Supply own Safe Work Method Statement and fill in Safety Pocket Guide attachment	
Contractor must hold current 1 <sup>st</sup> Aid certificate (including annual CPR renewal)	Core	For all activities	



Are you compliant with Attachment 3 – Core Requirements **YES NO**

Please print your name and sign here to confirm you have understood all listed points:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

***Signature of Witness***

***Date***

\_\_\_\_\_

\_\_\_\_\_

## Attachment 4 – Insurance Table

The minimum requirement is for Public Liability Insurance in the sum of not less than \$20 million for each policy for any one claim or series of claims arising out of one event.

Copies of all Certificates of Currency are required to be submitted.

	Policy No.	Extent of Cover		Expiry Date	Name of Insurer	Document Attached
		Per Incident / Max. Cover	Aggregate			
Workers Compensation/ Accident Insurance						
Public Liability						

## Attachment 5 – Sample of Current Activities Schedule

### Over 55s Leisure & Learning Activities

For more information contact 9806 5121

LOCATION	DATE	TIME	PROGRAM
Parramatta Level 2, 1-3 Fitzwilliam Street	Monday	12:00pm-2:00pm	Knitting (fortnightly-free)
	Tuesday	9:00am-10:00am	Pilates
		10:30am-11:30am	Gentle Exercise
	Wednesday	12:00pm-2:30pm	Paper Tole (free)
	Thursday	9:00am-10:00am	Tai Chi
		10:30am-11:30am	Gentle Exercise (stretch & balance)
Parramatta Harry Todd Band Hall 10 Jubilee Lane	Monday	10:00am-12:00pm	Painting for Fun
		1:00pm-3:00pm	Advanced Art
Parramatta	Wednesday	9:00am-3:00pm	Wisteria Walking Group (fortnightly- free)
Parramatta Shop 6, 4-14 Hunter Street	Friday	10:00am-12:00pm	Introduction to Art -NEW
Epping Epping Community Hall 9 Oxford Street	Wednesday	1:00pm-2:30pm	Line Dancing – Beginners
Roselea Roselea Community Centre 647-671 Pennant Hills Road, Beecroft	Friday	9:00am-10:00am	Active Strength/Balance Exercise
Ermington Ermington Community Centre 6 River Road	Wednesday	10:00am-11:30am	Line Dancing - Intermediate
Ermington George Kendall Riverside Park	Wednesday	9:00am-10:00am	Heart Foundation Walking Group (free)
Wentworth Point Wentworth Point Community Centre & Library  10 Footbridge Boulevard	Tuesday	1:00pm-2:30pm	Line Dancing-Beginners
Winston Hills John Curtin Meeting Room John Curtin Reserve, 21 Huxley Drive, Winston Hills	Tuesday	1:30pm-2:30pm	Zumba Gold
Newington Newington Neighbourhood Centre Community Centre, cnr Avenue of Asia & Avenue of Europe	Wednesday	9:30am-12:30pm	Table Tennis (free)
	Thursday	9:30am-12:30pm	Table Tennis (free)
	Friday	10:00am-12:00pm	Choir
Toongabbie Gallery Gardens Tennis Courts Fitzwilliam Road	Thursday	10:00am-11:00am	Introduction to Tennis (free)
Online via Zoom	Monday	9:00am-10:00am	Chair Yoga
Online via Zoom	Tuesday	9:00am-10:00am	Fun Latino Dance
Online via Zoom	Wednesday	10:30am-11:30am	Strength and Balance

## **Seeking Interested Service Providers Over 55s Leisure and Learning Activities**



### **Attachment 6 – Sample Contract (listed separately)**

- End of document -