

REQUEST FOR TENDER

Appointment of Owners Corporation Manager

RIVERGARDEN CONDOS OWNERS CORPORATION (BCSP 425917T)

79 Whiteman Street, Southbank Victoria

Tender Issued: 31/03/2026

INTRODUCTION

The Owners Corporation (OC) for Rivergarden Condos, comprising of approximately 160 lots, invites suitably qualified and experienced Owners Corporation management companies to submit a tender for comprehensive strata management services.

The OC seeks a professional, transparent, and proactive management partner capable of overseeing a complex residential building with common-property assets and compliance obligations.

BUILDING PROFILE

Location: Southbank, Victoria

Total lots: 161

Common property assets include:

- Lift(s)
- Secure parking
- Access control system
- CCTV
- Fire services systems
- Gym / Pool / Tennis court / BBQ area

Annual budget: Please email for details, see below

Current capital works fund balance: Please email for details, see below

CONTRACT TERM

The proposed contract term is:

- Initial term: 2-3 years with a 12 month probation
- Commencement date: 01/10/26
- Option to renew: Yes

The agreement must comply with the Owners Corporations Act 2006 (Vic) and clearly state:

- Termination provisions
- Delegated authorities
- Fee structure (Fixed fee proposal is expected)
- Performance expectations

PERFORMANCE EXPECTATIONS (KPIs)

Tenderers must agree to measurable service standards including:

- Email response within 2 business days
- Arrears maintained below 5% of annual levies
- Contractor quotes obtained within 7 days (non-urgent works)
- Quarterly financial reporting
- AGM delivered within statutory timeframes

TENDER SUBMISSION REQUIREMENTS

In your application, please provide responses to the following points:

PART A: Your Company's Background

1. Company Profile

- Years in operation
- Ownership structure
- Number of lots under management
- Relevant tender experience with similar OCs
- Experience with 100+ lot buildings
- Ability to provide referees

2. Key Personnel

- The assigned manager's name and experience
- Support/Admin team structure
- Backup arrangements (during periods of leave and emergencies)

3. Professional Standing

- Professional indemnity insurance certificate
- Public liability insurance
- SCA membership (if applicable)
- Evidence of compliance with legislation

4. Technology Systems

- Accounting platform
- Owner portal capability
- Reporting systems
- Cybersecurity measures
- OC management and OC committee communication (e.g email/apps)

5. Fee Proposal

Provide a clear breakdown including:

- Fixed fee proposal
- Per lot fee (if applicable)
- Schedule of possible additional fees
- Termination fees (if any)
- All pricing must be inclusive of GST.

PART B: Your Scope of Services

Please address how you will deliver the following services.

6. Financial Management

- Preparation of annual budgets
- Levy issuance and collection
- Arrears management
- Creditor payments
- Monthly financial reporting
- BAS/GST compliance
- Annual financial statements

7. Maintenance & Asset Management

- Reactive and planned maintenance coordination
- Contractor procurement (minimum 2–3 quotes where appropriate)
- Supervision of works
- Maintenance register management
- Capital works planning assistance

8. Meetings & Governance

- AGM preparation and facilitation
- Committee meetings facilitation (minimum quarterly)
- Agenda preparation and minute taking
- Record keeping compliant with legislation

9. Compliance & Risk

- Fire safety compliance tracking
- Essential services compliance
- Insurance placement and claims management
- All other regulatory compliance monitoring

10. Owner & Resident Communication

- Dedicated manager and support team communication
 - Response time standards
 - After-hours emergency process
 - Digital portal access (if applicable)
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EVALUATION CRITERIA

Tenders will be assessed against the following weighted criteria:

Criteria	Weight
Experience with comparable buildings	25%
Service team capability	15%
Financial transparency & systems	15%
Technology & reporting	10%
Fee structure & value	15%
References & reputation	10%
Compliance & risk management	10%

Shortlisted tenderers will be invited to present to the Committee. The timeline is listed below.

TENDER TIMELINE

Milestone	Date
RFT issued	30th March 2026
Site inspection briefing (if requested) Please contact the building manager if you would like to arrange a site visit	1st-26th April 2026
Questions regarding the tender process close. Any questions are to be emailed to rivergardenoc@gmail.com	1st-26th April 2026
Submissions due	26th April 2026 5pm
Shortlist confirmed	15th May 2026
Interviews/Presentations	15th - 30th May 2026
Appointment decision announced	10th June 2026

Submissions must be received by 5pm 26th April 2026

Late submissions may not be considered.

CONDITIONS OF TENDER

- The OC is not bound to accept the lowest or any tender.
- The OC reserves the right to request further information.
- All costs of preparing submissions are borne by the tenderer.
- Confidentiality must be maintained

CONTACT DETAILS

All questions regarding this RFT and requests for building documentation, budgets and maintenance plans must be directed to:

Name: Alan Deeney

Position: OC Committee President

Email: rivergardenoc@gmail.com

To arrange a site visit, please call the building manager on 0407 881 263. Please note the availability of site visit times in the timeline.

DECLARATION

The successful tenderer must declare:

- No undisclosed conflicts of interest
- No current litigation materially affecting service delivery
- Compliance with all Victorian legislative requirements

PLEASE EMAIL YOUR APPLICATION TO

rivergardenoc@gmail.com

By the 26th of April 5pm