



# Invitation for application

Point Nepean National Park Shuttle Service  
EOI 201910

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Healthy Parks  
Healthy People®



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# The Opportunity

## Schedule

Applications open  
**1 April 2019**

Applications close  
**17 May 2019**



**70**

National and state  
parks



**24**

marine parks and  
sanctuaries



**148**

places on the  
Victorian Heritage  
Register



**\$1.4b**

in park tourism



**500**

Licensed Tour  
Operators



**100m**

visitors

# Invitation to apply

Parks Victoria is offering the opportunity to operate exclusive visitor shuttle transport services within one of Victoria’s most historically unique and picturesque national park landscapes where visitation is approaching half a million visits annually.

Parks Victoria is dedicated to strengthening the health, wellbeing, liveability and economy of Victoria. We recognise that in-park experiences increase the depth of a park stay while creating vibrant and accessible services for visitors and the local community.

With a commitment to connect people and parks, conserve Victoria’s special places and provide benefits beyond park boundaries, Parks Victoria is offering a unique business opportunity for the provision of an exclusive shuttle service at Point Nepean National Park, to provide park visitors with an option for vehicular access between park attractions and visitor precincts.

**An opportunity to provide engaging, innovative and sustainable shuttle service to visitors throughout one of Victoria’s most iconic and historically significant parks.**

Point Nepean National Park Master Plan (2017) recognised an opportunity to provide a sustainable shuttle service within the national park that would continue the enjoyment and understanding of the environmental and recreational aspects of the park, and is consistent with park management principles, the status of the site, and the amenity of the area.

## Features

- Exclusive vehicular access beyond Gunners Cottage public carpark to the historic fort precincts (with no private vehicles allowed beyond Gunners Cottage)
- Opportunities for the provision of shuttle services for major events
- Strong annual Park visitation
- Exclusive vehicle access for group bookings to the fort precincts
- Operating in one of Victoria’s significant and iconic national parks
- 3-year Shuttle Service permit
- Potential to package with other Point Nepean National Park products and experiences

*“The Point Nepean shuttle service provides a vital connection between visitor precincts allowing visitors to immerse themselves in the history and beauty of the entire park”*

**Kris Rowe, Area Chief Ranger Point Nepean National Park, Parks Victoria**



over  
**1,200**  
events



over  
**99,000**  
accommodation  
bookings p.a.



over  
**1,000**  
commercial  
agreements



over  
**28,000**  
assets



# Point Nepean National Park

## Point Nepean National Park - Shuttle Service



Parking	Sheltered area	Monument	Fishing	Main road	Gate (no unauthorised vehicle access)	Point Nepean National Park	Restricted access
Information	Picnic table	Cycling	Parks Victoria office	Sealed road	No cycling	Other park/reserve	No access
Disabled access	Lookout	Coach parking	Beach access	Unsealed road	Marine National Park	Cycling permitted	Boat landing zone
Toilets	Drinking fountain	Stairs	Walking track	Underground tunnel			

www.parks.vic.gov.au  
 Disclaimer: Parks Victoria does not guarantee that this data is without flaw of any kind and therefore disclaims all liability which may arise from you relying on this information. Data source acknowledgements: State Digital Mapbase. The State of Victoria and the Department of Environment and Primary Industries. Cartography by Parks Victoria March 2019.  
 For mobile App search for **Summa PDF Maps**



# Park profile

During its rich history, Point Nepean played an important role for traditional owners, in addition to shaping the early settlement, quarantine and defence of Victoria. Today, the park continues to provide authentic experiences against a backdrop of outstanding coastal scenery and panoramic views of Bass Strait, the Rip and Port Phillip.

## Location

Point Nepean National Park is located around 100 kilometres from Melbourne, at the very tip of the Mornington Peninsula, abutting Mornington Peninsula National Park.

Surrounded almost entirely by water, this 560ha site extends from Portsea to Fort Nepean at the entrance to Port Phillip and back to London Bridge on Bass Strait. Ticonderoga Bay and Nepean Bay lie to the North and nearly a third of the park boundary is adjoining Port Phillip Heads Marine National Park. Portsea Golf Course lies to the East.

The park falls within the local government area of Mornington Peninsula Shire.

## Access



- **By road** – Point Nepean National Park is 100km or 1 ¼ hour drive from Melbourne CBD. The park is easily accessible by using the Citylink (M1), Eastlink (M3) and then Peninsula link (M11).

Private vehicle entry is 7:00 am – 5:00 pm (6:00 pm from 26 December to end of daylight savings). Vehicles exit any time (after hours via the auto gate).

- **By public transport** – Point Nepean National Park is accessible via train from Melbourne to Frankston and 788 bus to Point Nepean National Park entrance gate.
- **By bike** – Point Nepean National Park is a 20-minute ride from Sorrento. Accessible 24-hours.
- **By foot** – Point Nepean National Park is a one hour walk from Sorrento. The park is also accessible on foot by using the Mornington Peninsula Walk – 100km circuit trail of Southern Peninsula. Accessible 24-hours.
- **By boat** – Point Nepean National Park is 10-minute drive/bus from the Searoad Ferries terminal at Sorrento. This links the Mornington and Bellarine peninsulas. Boats can also temporarily moor off the Quarantine Station.

## Visitation

Point Nepean National Park receives close to 500,000 visits per annum including over 40,000 for events. Over 50% of visitation occurs on weekends with an average length of stay of 2.8 hours. 98% of visits are by car.

There are 33 activity providers licenced to conduct guided tours in the national park offering activities such as heritage tours, bushwalking and bike riding.

Currently, over 25,000 people utilise the existing shuttle service annually with the following seasonal pattern – summer 40%, autumn 23%, winter 16% and spring 21%. Shuttle users include Point Nepean National Park visitors to the Fort, in addition to group bookings for schools, the education market, clubs, associations and private events.

It is recommended that proponents conduct their own research into visitation levels. Parks Victoria anticipates that shuttle use will be greatly influenced by the quality, style, price and product offered by the successfully appointed shuttle operator. In addition, significant growth is forecast as various stages of the Point Nepean Master Plan are implemented.



# Point Nepean National Park Visitor User Segment



**33%**  
Nature admirers



**33%**  
Trail users



**6%**  
Passive and other users



**23%**  
Urban Socials



**1%**  
Access made easy

# The region

From land to sea, Mornington Peninsula provides a picturesque setting for many activities including swimming, cycling, bushwalking, golf or more passive pursuits such as sightseeing, wine tasting, visiting farmers markets and gardens.

## Traditional owners

The area where the park is located is a significant Aboriginal cultural landscape with evidence that Traditional Owners have occupied the site for at least 35,000 years.

There are numerous middens and hearths scattered throughout the park as a reminder of the families who sat and shared their meals here, in particular from November to February (Bullarto Nyewiinyth - 'Plenty of Sun') when activity shifted to the coast. Intangible heritage, such as cultural stories and traditional knowledge are also an important part of this landscape.

It is the role of the Bunurong Land Council, as the Registered Aboriginal Party, to represent the voice of Aboriginal people in the management and protection of Aboriginal cultural heritage throughout the park.

## Heritage

Point Nepean has evidence of some of the earliest European settlement in Victoria, including pastoral activities and lime burning. Shepherd's Hut, located in the Quarantine Station, is one of the earliest intact limestone buildings in Victoria.

The entrance to Port Phillip was the most heavily fortified port in the Southern Hemisphere. There are many Colonial and Commonwealth structures from 1880s–1940s located around the park. Fort Nepean is considered to be one of the best examples in Australia of a major fort complex exhibiting the technological changes in military engineering over the 19th and 20th centuries.

After World War II, soldiers were removed from the forts and the buildings and fortifications declared redundant. The area remained closed to the public and used as an occasional firing range and training ground until 1988 when, as part of the Bicentennial celebrations, control of the site was transferred to Victoria, declared a national park and opened to the public. The Quarantine Station became part of the national park in 2009, fulfilling the long-term aspirations of the community for future generations to learn from and enjoy one of Victoria's truly unique landscapes.

## Regional highlights

### Attractions

Mornington Peninsula lays claim to some of Victoria's award-winning attractions such as Peninsula Hot Springs, The Eagle (chairlift), Ashcombe Maze & Lavender Gardens, Enchanted Maze and of course the other fabulous natural attractions such as the Mornington Peninsula, Port Phillip Heads Marine national parks, Cape Schanck Lightstation and Arthurs Seat State Park.

### Activities

There are countless activities available to Mornington Peninsula users, including cycling, wine tasting, swimming, snorkelling, diving, walking, dining, relaxing or taking part in one of the many sightseeing tours.

### Events

Major events include Portsea Polo, Barefoot Cinema, Mornington Winter Music Festival, Arthurs Seat Challenge, Coasttrek, Portsea Swim Classic as well as a plethora of community and farmers markets and strong arts scene.

## Biodiversity

Remnant flora and fauna of Point Nepean is of very high significance. A remote and protected location, it is home to many native animals including White-footed Dunnart, Long-nosed Bandicoot, Black Wallaby, Echidna, Singing Honeyeater and Hooded Plover.

The park also comprises a large intact area of coastal vegetation. Native plants and vegetation communities include Coastal Moonah Woodland, Coastal Dune Scrub, remnant grasslands and threatened orchids.

Surrounding Point Nepean is Port Phillip Heads Marine National Park showcasing a great diversity and abundance of marine flora and fauna. Its intertidal and subtidal zones are habitat areas for a variety of fish and shellfish, migratory shorebirds, marine invertebrates, dramatic underwater gorges, tall kelp forests and sea-grass bed.

# Permit proposal

Parks Victoria is inviting proposals that bring together the best of design, comfort and sustainability to provide visitors with a quality hop on/hop off shuttle service. To facilitate this, Parks Victoria is offering the successful candidate an exclusive permit to operate a regular passenger service around Point Nepean National Park.

## Permit footprint

The 11km shuttle route is highlighted on page 5. Parks Victoria may incorporate Franklands Drive and Jacksons Road into the shuttle route in the future. This takes into consideration current visitation and future developments and growth associated with implementation of the Point Nepean National Park Masterplan.

The proposed route takes visitors from the entrance gate down Defence Road to the top of the Quarantine Station precinct before taking Ochiltree and Defence roads to Gunners Cottage. From here, visitors continue through to Fort Nepean with opportunities to hop on and off at Cheviot Hill, Harold Holt Memorial and Fort Pearce.

Proponents can propose an alternative route or timings, subject to approval and alignment with the Masterplan (as a departure on the application form).

## Permit arrangement and term

A permit term of 3 years is available, commencing 1 July 2019.

## Zoning and types of activities

Activities being sought include transport and tour services.

A Permit will be issued by Parks Victoria under the National Parks Act for the provision of shuttle services. All service inclusions proposed must directly relate to the needs of park visitors.

## Offers being sought

Parks Victoria is committed to providing quality experiences to park visitors. Both financial and non-financial benefits are being sought from the successful applicant. In addition to the fee, equivalent to 2.5% of ticket sales, proponents must provide internal Park visitor transport (hop on/ hop off as outlined on the enclosed map – 11km loop that takes 35mins to drive) that enhances visitor access and experience.

Proponents should also; utilise transport vehicle(s) that are low emission/hybrid or fully electric; have visual aesthetic that is consistent with national park values; be a maximum of 3.0m width; operable in all weather conditions (including high winds up to 100kmph); can manoeuvre in turning circles (17m diameter) without damaging road surfaces and offers access to visitors of all abilities (including wheelchairs and prams).

Proposals should provide a visitor experience that; meets demand, is scalable in frequency and capacity (according to the seasons/time of day/event/group booking) and provides visitors with interpretative audio (recorded or in person). Proponents must demonstrate that drivers are capable of engaging and relating to visitors with many and varying needs, all the while presenting a flexible and positive customer service.

The business must possess the capacity to manage and promote the shuttle service experience, provide a mobile point of sale system; ensure consideration of the environment and offer safe operations and provide suitably qualified/accredited drivers

## Permit conditions

Key conditions associated with the permit include:

- The proposed vehicle(s) must not exceed the maximum (5 tonnes per axle) allowable load limit for the section of road between Gunners Cottage and Fort Nepean and within the Quarantine Station precinct. Maximum speed of 30km
- The permittee must supply offsite cleaning, fuelling and housing for the vehicle(s)
- Certificate of Currency of Public and Products Liability insurance to \$20 million
- Provision of a quarterly report to Parks Victoria with financial statements and visitor data

A full list of conditions is outlined in the Draft Permit highlighted under 'useful hyperlinks' on the following page.

## Documentation and costs

The successful proponent will be required to enter into a Parks Victoria's standard permit. Parks Victoria may, in its absolute discretion, amend the special conditions in the permit if necessary to reflect the proposed use and operation of the transport services.

Proponents will not be granted any rights or interests in the business other than those outlined in the permit. For example, goodwill in the business beyond the term of the permit, the right to sell the business or retain any intellectual property in the business name, except where permitted by the permit.

Proponents are responsible for any costs associated with a proposal including assessments required. Unless prohibited by law, the Proponent will be required to reimburse Parks Victoria for all costs incurred in the preparation of the documentation (including legal fees).

## Agency

If proponents are responding through agents, proposals must; note that the agent is acting for and will be remunerated by the proponent and provide formal written confirmation of authority from the proponent.

Parks Victoria will not deal with or recognise any party other than those who are referred to as the formal authority.

# Useful resources

The following hyperlinks and suggested resources are not an exhaustive list. Proponents are advised to conduct their own research into applicable strategies, policies, documentation and aids that inform their proposal submission.

## Hyperlinks

- [Parks Victoria – Shaping our Future](#)
- [Parks Victoria – Healthy Parks, Healthy People](#)
- [Point Nepean Quarantine Station Management Plan 2009](#)
- [Point Nepean National Park Master Plan 2017](#)
- [Parks Victoria Disability Action Plan](#)
- [National Park Act Permit](#)
- [Parks Victoria Managing Country Together Framework](#)

## Resources

- EOI Essentials with Parks Victoria
- Leasing Policy for Victorian Crown Land 2018
- Aboriginal Heritage Act 2006
- Victorian Visitor Economy Strategy
- Tourism Research Australia
- Accessible Tourism – Tourism Victoria

# Assessment criteria

A single stage (rather than two stage) EOI process will apply to appoint an operator. As such, please ensure that your application form responses clearly demonstrate your capacity to deliver to each of the requirements, including evidence and supporting documentation.

Applications will be assessed by a Parks Victoria Assessment Panel, based on the following criteria:

- 1. Proposal Concept – 20%**  
Appropriateness of concept, shuttle infrastructure, creativity and any proposed improvements.
- 2. Strategic Alignment – 15%**  
Consistency of the proposal with the vision and management objectives for the site.
- 3. Business Management and Viability-- 25%**  
Experience and credentials in managing a similar business and capacity to deliver the project.
- 4. Visitor Experience - 20%**  
The level of service, range of activities and contribution the proposal makes to the visitor experience.
- 5. Environmental and Cultural Management - 15%**  
Heritage, cultural and environmental principles are addressed including management of impacts.
- 6. Permit departures - 5%**  
Please clearly highlight if you are proposing any departures and include supporting documentation where relevant.

# EOI submissions

All EOI application forms / proposals are to be submitted via the Buying for Victoria Supplier Portal (formerly Tenders VIC) before 4pm AEST on 17 May 2019, together with the signed [Expression of Interest Form](#) and [Conflict of Interest Declaration](#) with **Subject:** EOI 201910 Point Nepean National Park Shuttle Service.

A notification email will be sent upon receipt of the proposal. Late proposals will not be accepted, and the portal automatically closes at exactly 4pm.

# Contact

## General EOI enquiries:

For all EOI enquiries, please visit the online forum at [www.buyingfor.vic.gov.au](http://www.buyingfor.vic.gov.au).

Any questions received in relation to the EOI will be compiled into a Questions & Answers (Q&A) addendum document and disseminated to all registered parties via the Buying for Victoria online forum. To retain the probity of the EOI process, proponents should not contact any Parks Victoria staff member, except, in writing, via the online forum noted above.

# Disclaimer

## Proponents must make independent enquiries in relation to their application

This EOI is intended to provide background information.

Parks Victoria does not give any warranty, expressed or implied, as to the accuracy or completeness of any information contained in this EOI or which may be provided in association with it, or before the date of this EOI or in future by Parks Victoria, its officers or agents.

Parks Victoria does not take responsibility for any site impediments such as heritage status, permissible uses, encumbrances on title, native title claims and environmental, planning and other approvals.

Parks Victoria does not accept any responsibility to any applicant or third party under the law of contract, tort or otherwise for any loss or damage which may arise from anything contained in the EOI, any matter deemed to form part of this EOI, the supporting information or documents referred to in this EOI or any information supplied on behalf of Parks Victoria.

All information given to an applicant and ultimately the preferred proponent by Parks Victoria or its respective officers or agents will be given on an 'all care and no responsibility' basis.

Proponents acknowledge and agree that the submission of a proposal does not create a process contract.

By submitting an application, the applicant agrees, without qualifications, to have acknowledged and accepted this disclaimer.

