

DISCOVERY CALL GUIDE

DCG-RC-2026-D3

Call Brief → Template → Refined | Tool 6: Chaining Workflows

Redstone Civil Pty Ltd | Mark Redstone | Target: BMD Constructions
Contact: Rob Davidson (fictional) | QLD & NT Civil Division

09 June 2026



Target Company	BMD Constructions — Tier 1 NQ/QLD Civil Contractor	Contact	Rob Davidson (fictional) — QLD & NT Regional Civil Division
Objective	Move from "unknown vendor" to "qualified supplier option" for Haughton Pipeline panel	AI Tool	Claude Sonnet 4.6

STAGE 1 OF 3	CALL BRIEF	Research → Strategy → Question Ranking
PROMPT INPUT	Prepare a discovery call brief for Mark Redstone (Redstone Civil) calling a QLD/NT regional procurement manager at BMD Constructions. Goal: move from unknown vendor to qualified supplier option for Haughton Pipeline. Include call objective, ranked discovery questions, compliance questions, a 90-second intro script, and red flags to listen for.	
CALL OBJECTIVE	Determine if Redstone Civil aligns with BMD's regional subcontractor requirements for QLD/NT infrastructure (roads, drainage, earthworks). Verify capability and local reliability. Do not pitch — qualify.	

Top 5 Discovery Questions — Ranked by Importance

1	"What specific upcoming packages need local earthworks or drainage capacity in QLD/NT right now?" Why this question: Opens the conversation on their terms — reveals live pipeline immediately.
2	"What's the one gap in your current regional subcontractors that a local NQ operator could fix immediately?" Why this question: Forces them to articulate their problem — positions Redstone as the answer.
3	"Are you building a supplier list for Haughton Pipeline or similar works — does Townsville/QLD fit your active map?" Why this question: Confirms whether the target project is genuinely in scope now.
4	"What documentation do you need from a Tier 1 compliant sub — is it CQMS Raize or your own internal submissions?" Why this question: Identifies the exact portal/process so there's a concrete next step.
5	"When evaluating a new regional contractor, what's the biggest risk that causes you to pause onboarding?" Why this question: Reveals their real objection before it becomes a blocker — lets you address it proactively.

Supporting Questions — Compliance & Pain Points

- Are there specific prequalification portals (CQMS Raize) or does your internal procurement system handle regional subs differently?
- Beyond standard insurance and licences, what WHS documentation level — site-specific risk assessments vs general policy?
- If we pass the initial capability check, what is your typical timeline from prequalified to active on a project?
- Where do regional subs usually fail BMD standards — late mobilisation, scope issues, or supervision gaps?
- For bulk earthworks or drainage, do you prioritise a larger national team or a reliable local NQ operator who owns their plant?

90-Second Self-Introduction Script

"Rob, I'm Mark Redstone from Redstone Civil — based in Townsville. We're a local civil team with about 15 years of experience moving earth and fixing roads across North Queensland. Unlike general subcontractors, we own our plant — excavators, graders, trucks — and run direct crews, so you don't have to chase supervision. Recently, we delivered the \$620K Bohle Plains subdivision package a week early for Cube Property and completed major drainage works for Townsville Council and NQ Water Infrastructure Corp. We're actively formalising our safety documentation to match Tier 1 standards so we can be a reliable local resource on upcoming regional projects without you needing to chase us."

Red Flags — Do Not Proceed If...

Signal	What It Means
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x Hesitation on region	If they dismiss regional teams as "not meeting national standards" without asking how Redstone bridges that gap.
x "No paperwork needed"	If they suggest formal safety docs are too much hassle — signals a non-compliant environment that won't lead to Tier 1 work.
x Vague scope	If asked to quote without defined scope or reference — indicates they're overloading the programme, not vetting properly.
x "We'll get back to you"	If no clear pathway (portal link, prequal step) is mentioned after the call — Redstone isn't on their priority radar yet.

Stage 1 output: call strategy, ranked questions, intro script, and red flag signals — passed to Stage 2 for template build.

★ TRAINING PRACTICE ONLY — ALL NAMED INDIVIDUALS ARE FICTIONAL ★
Rob Davidson is a fictional character. BMD Constructions is a real company used as a training target.

REDSTONE CIVIL | DISCOVERY CALL GUIDE — BMD CONSTRUCTIONS

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STAGE 2 OF 3

DRAFT TEMPLATE

Reusable Guide with [Placeholders]

PROMPT INPUT

Turn the Stage 1 brief into a reusable one-page call guide with placeholders for [Client Name] and [Contact Name]. Include ranked questions, a green/red light table, 90-second pitch, and a next-steps checklist. Format for use on any similar Tier 1 target.

■ DISCOVERY CALL GUIDE — REDSTONE CIVIL

e] | [Role / Division]

Date:

[Date / Time]

Owner:

Opening Script — First 30 Seconds

"Hi [Contact Name], Mark Redstone from Redstone Civil in Townsville. I know you're managing the [Region] portfolio so I won't take up much time. We're a local earthworks team with our own plant and direct crews — not a general sub. We're checking whether our capability and safety documentation fits your current regional tender needs. If we can support your risk profile, we'd like to be considered for upcoming packages. Is this a good time for 3 minutes?" If busy: "No problem — I can email our project history and capability sheet now for your team to review."

Discovery Questions — Ranked 1–10

Priority	Question
MUST ASK	"For your current [Region] work, what WHS documentation do you need before signing off a new sub as compliant?"
MUST ASK	"Are there specific upcoming packages where local NQ mobilisation speed is a priority right now?"
Capability	"Do you prefer hands-on contractors with their own plant and crew, or general labour teams?"
Timeline	"What's the typical timeline from capability check to active on a project panel?"
Pain points	"Where do regional subs usually fail your standards — paperwork, communication, or delivery time?"
Shortlist	"If we submit a Capability Statement now, when is the decision point for inclusion on the shortlist?"
Variations	"How do you manage variation claims and site updates — daily logs, email, portal?"
Backup Q2	"Are there any specific upcoming work packages where local NQ speed is a critical requirement?"
Backup Q1	"Beyond standard insurance, what documentation level do you need on the safety side?"
Supplier panel	"Are you currently building a panel for any major regional packages — roads, drainage, earthworks in [Region]?"

What to Listen For

■ GREEN LIGHTS — Proceed	■ RED FLAGS — Reassess
✓ Mentions specific upcoming projects or timelines	✗ Vague response to "What are you looking for now?"
✓ Asks about specific plant, capacity, or safety docs	✗ Dismisses regional teams — "distance / heat concerns"
✓ Wants formal documentation immediately (capability, certs, insurance)	✗ "Just bring the gear" — signals low compliance standards
✓ Openness to portal registration (CQMS Raize or internal)	✗ No clear prequalification pathway offered after the call

Next Steps — Select ONE at End of Call

■ Send Capability Statement & Project Sheets	Email: _____
■ Register via Prequalification Portal	Portal Name / Ref: _____
■ Schedule Follow-Up Site Visit	Date: _____ Time: _____

Stage 2 output: reusable template with [placeholders] for any Tier 1 target — passed to Stage 3 for personalisation.

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STAGE 3 OF 3	REFINED GUIDE	Personalised for Rob Davidson / BMD Constructions
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PROMPT INPUT	Personalise the Stage 2 template for: Target = BMD Constructions, Contact = Rob Davidson (fictional), QLD & NT Civil Division. Add a cold-call scenario script, prioritise the two must-ask questions, and write a follow-up email template and CRM note for post-call logging.
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■ DISCOVERY CALL GUIDE — REDSTONE CIVIL

Target: BMD Constructions	Contact: Rob Davidson (fictional) QLD & NT Regional Civil Division
Owner: Mark Redstone 0421 553 872	Date: [Date / Time] _____

Opening Script — Warm (Expected Call)

"Hi Rob, Mark Redstone here from Redstone Civil in Townsville. I know you're managing the QLD and NT regional portfolio — I won't take much time. We're a local earthworks team with our own plant and direct crews. Not here to sell — just checking if our delivery capability and safety documentation fit your current regional tender needs. If we can support your risk profile, we'd like to be considered for upcoming packages. Is this a good time for 3 minutes?"

Cold Scenario — If Unexpected Call

"I know you probably weren't expecting this call, Rob — I appreciate that. Redstone Civil operates out of Townsville with owned plant and direct crews — no subcontracting chains. I don't have to sell you on us; we just have the capability evidence you likely need. If your team is mapping regional suppliers for the Haughton Pipeline or upcoming road works, I can pop a capability statement across right now so there's nothing chasing later. Is that okay?"

Must-Ask Questions — Ask These First

1	"For your current QLD/NT regional work, what specific WHS documentation or safety records do you need to see before signing us off as compliant?" Red flag: Red flag if they say "just bring the gear" — signals the wrong tier.
2	"Are there specific upcoming packages where local NQ mobilisation speed is a priority over cost right now?" Red flag: Determines immediate fit vs long-term relationship only.

Pitch Script — If Asked "Tell Me About Redstone" (90 seconds)

"Redstone Civil is a North Queensland civil team with 15 years of local delivery. We don't rely on subbing plant — we own our excavators, trucks, and rollers, so you get one point of contact for mobilisation. We just delivered a \$620K Bohle Plains subdivision package one week early, plus major drainage works for NQ Water Infrastructure Corp and Townsville City Council. Our focus is low-maintenance delivery: we turn up with the right gear, keep you informed via daily updates, and we've formalised our safety documentation to meet Tier 1 standards. We want to remove your risk of chasing subcontractors in the region so you can focus on the main contract."

What to Listen For

■ GREEN LIGHTS — Proceed	■ RED FLAGS — Reassess
✓ Mentions specific upcoming projects or timelines	✗ Vague response to "What are you looking for now?"
✓ Asks about specific plant, capacity, or safety docs	✗ Dismisses regional teams — "distance / heat concerns"
✓ Wants formal documentation immediately (capability, certs, insurance)	✗ "Just bring the gear" — signals low compliance standards
✓ Openness to portal registration (CQMS Raize or internal)	✗ No clear prequalification pathway offered after the call

Follow-Up Email — Send Within 2 Hours of Call

To:Rob Davidson — BMD Constructions

Subject:Redstone Civil — Capability & Project History / BMD Reference

Hi Rob, Thanks for the time today. As discussed, I'm sending over our **Capability Statement**, **Plant Register**, and recent **Project Sheets** from Bohle Plains and Jensen Drainage Channel. These documents outline our owned plant capability (12T and 20T excavators, CAT grader, water truck, roller) and our safety framework ready for Tier 1 review. **Next steps:** • Happy to complete CQMS Raize or your internal prequalification forms — just point us in the right direction. • I'll keep this file open until we hear back from your team. Let me know if there's a specific procurement or supply chain contact who handles these docs. Cheers, **Mark Redstone** Owner | Redstone Civil Pty Ltd | 0421 553 872 | admin@redstonecivil.com.au

CRM Note — Paste into Salesforce / Pipedrive / HubSpot Post-Call

Contact Name	Rob Davidson (fictional)	Company	BMD Constructions
Role / Tier	QLD & NT Regional Civil Division	Decision Maker?	Yes / No — if No, who: _____
Opportunity Stage	☐ Prequalified ☐ On Panel ☐ No Fit	Key Requirement	e.g. WHS docs by Sept _____
Next Action & Date	e.g. Send Capability Statement by EOD _____	Portal / Ref	e.g. CQMS Raize ref _____

Stage 3 output: personalised call guide, opening scripts (warm + cold), follow-up email, and CRM template — ready to use.

Document Ref	DCG-RC-2026-D3	Workflow	Tool 6 — Chaining Workflows (BD series: D3)
Prepared	09 June 2026	AI Tool	Claude Sonnet 4.6
Version	1.0	Status	Ready to use — insert call date before printing

Rob Davidson is a fictional character created for CDD 7 Tools training. BMD Constructions is a real Tier 1 contractor named as a target in the Redstone Civil practice company profile. This document simulates a discovery call preparation guide produced by the Chaining Workflows tool. Redstone Civil Pty Ltd is a fictional practice company — all data is illustrative only.