



Supplier Engagement Plan

Introduction

West Gippsland Catchment Management Authority (WGCMA) is committed to partnering strategically with our suppliers to help WGCMA provide its services. The purpose of this document is to establish a plan for enhancing WGCMA's relationships with Suppliers to improve procurement outcomes.

Scope

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches WGCMA will use to ensure the highest levels of trust and accountability in all dealings with its Suppliers. It encompasses keeping the market informed about supply opportunities, managing supplier relationships during the procurement process, and managing complaints and debriefs

Supplier Engagement Objectives

The objectives of this document is to:

- improve transparency to suppliers of procurement-related information;
- detail the actions, processes and activities undertaken by WGCMA when engaging with suppliers
- make information on WGCMA procurement processes and key activities easily accessible to suppliers;
- encourage participation of small and medium enterprises (SMEs) and not for profit (NFP) organisations in government procurement;
- adopt new ways to engage with suppliers, for example, procedures for encouraging/managing innovation and market-based solutions;
- maintain good supplier relationships to improve contract performance and encourage ongoing efforts to seek improvements and to drive better value for money
- ensure all supplier engagement activities uphold the principles of probity, confidentiality, and security

WGCMA's expectation of suppliers

WGCMA engages with suppliers for the express purpose of delivering required service and deriving value for money for WGCMA. WGCMA expects that suppliers will collaborate with WGCMA to foster strategic partnerships that drive innovation and support excellence in care provision.

Suppliers are expected to:

- Conduct business with WGCMA in a fair, open and transparent manner
- Inform themselves of, and comply with the Victorian Government's [Supplier Code of Conduct](#)
- Provide full lifecycle support, and
- Comply with the requirements as detailed on the supplier details form.

Informing suppliers for forward supply opportunities

WGCMA will, where possible, maintain a 12-18 month Forward Procurement Plan which will be publicly available on the WGCMA website. This plan will include details of the procurements planned, the proposed market approach and proposed timing (when known). This procurement plan will be updated at regular intervals and will include procurements valued at over \$150,000.

Informing suppliers for actual supply opportunities

WGCMA use Tenders Vic to manage all invitations to Supply events. We recommend supplier register with Tenders Vic to keep informed.

Where to go for other business support advice:

- Tenders Vic www.tenders.vic.gov.au
- Buying for Victoria www.buyingfor.vic.gov.au

Managing supplier relationships during the procurement process

Market engagement activities undertaken in the procurement process will be scaled to suit the complexity of each procurement project. Supplier engagement may include a combination of any of the following:

- Direct approach to suppliers
- Request for Quote (RFQ)
- Expression of Interest (EOI)
- Invitation to Supply (ITS)

Communication during the tender procurement process will include:

- Questions will be answered during an Invitation to Supply (ITS) via Tenders Vic and answers distributed to all respondents,
- Notification to all respondents (both successful and non-successful) of the outcomes of a procurement activity,
- All Suppliers will be encouraged to accept the offer of a debriefing session at the conclusion of tender procurement activities,
- All communications pertaining to an Invitation to Supply between suppliers and WGCMA will be managed by the staff member managing the procurement

Monitoring contract performance

Effective contract management is about developing a relationship with the supplier, communicating well, making decisions in a timely and consistent manner, acting reasonably and being proactive and responsible in resolving issues.

The WGCMA staff member managing the contract will meet regularly with the supplier and maintain communication on a regular basis in accordance with the terms and conditions of the contract to understand how an agreement is operating by measuring performance against agreed KPIs and discussing opportunities for improvement.

It is essential that both parties to the contract understands their responsibilities and meets their obligations in accordance with the contract and any associated contract management plans or process maps and act within those limits. This includes understanding the remedies, dispute resolution mechanisms, performance tools and complaint procedures applicable to the contract.

Management of Complaints

Complaints are handled in a consistent, fair and transparent manner. WGCMA's complaints management process is below, and is also available on the [WGCMA website](#).

1 – Lodging a complaint

To lodge a complaint regarding an aspect of the WGCMA procurement process, write to:

Chief Financial Officer
16 Hotham Street, Traralgon VIC 3844

Or via email at LucyL@wgcma.vic.gov.au

2 – Complaint investigation process

Within 5 working days of receipt of the complaint, WGCMA will:

- Send written acknowledgment of the complaint
- Record the complaint on the WGCMA register

WGCMA will appoint an independent person to investigate the complaint.

Within 20 working days of receipt of the complaint:

- The independent person will investigate the complaint
- WGCMA will provide the complainant with a written response on the outcome of the complaint investigation.

If additional information is required, or the services of external parties are required to advise on elements of the complaint, there will be an extension of time. This will be based on the number of working days between the request for, and receipt of, additional information and/or advice sought

3 – Complaint Outcome

Once WGCMA has written to the complainant with the outcome, WGCMA will record the outcome in the complaints register. If the complainant disagrees with the outcome of the complaint, WGCMA may refer the complaint to the Victorian Government Purchasing Board (VGPB) for review.

If the complaint cannot be resolved to the satisfaction of both parties, WGCMA will inform the VGPB within 5 working days.

4 – Reporting Requirements

WGCMA will disclose in its annual report the following information in relation to each complaint received:

- The procurement activity to which the complaint relates
- The status of the complaint, confirming whether it:
 - Was resolved
 - Is still under investigation
 - Could not be resolved.

This information is further summarised in [appendix 1](#).

Appendix 1: Complaints Management Process

