



# Supplier Engagement Plan

**Mallee Catchment Management Authority**  
*Looking after our environment together*  
[www.malleecma.vic.gov.au](http://www.malleecma.vic.gov.au)



## Metadata

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## Purpose

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Mallee Catchment Management Authority (CMA) is committed to partnering strategically with our supplier base to help Mallee CMA provide its services. The purpose of this document is to establish a plan for enhancing relationships with Suppliers to improve procurement outcomes for Mallee CMA which will also include social and sustainable measures and processes in purchasing practices for goods and services.

## Scope

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This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches Mallee CMA will use to ensure the highest levels of trust and accountability in dealing with its Suppliers. It encompasses keeping the market informed about supply opportunities, managing supplier relationships during the procurement process, managing complaints and debriefs. This is also reflected in Mallee CMA's actions, market documentation and contracts.

## Supplier Engagement Objectives

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The objectives of the SEP are to:

- Improve transparency to Suppliers of procurement-related information;
- Detail the actions, processes and activities undertaken by Mallee CMA when engaging with Suppliers;
- Make information on Mallee CMA's procurement processes and key activities easily accessible;
- Encourage participation of small and medium enterprises (SMEs) and not for profit (NFP) organisations in government procurement;
- Adopt new ways to engage with Suppliers;
- Maintain good Supplier relationships to improve contract performance and encourage ongoing efforts to seek improvements and to drive better value for money; and,
- Ensure all Supplier engagement activities uphold the principles of probity, confidentiality and security.

## Mallee CMA's Expectations of Suppliers

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Mallee CMA engages with suppliers for the delivery of goods and services, deriving best value for money with social and sustainable benefits. We are committed to social and sustainable outcomes and we encourage our suppliers to incorporate this into their regular business practices. Mallee CMA expects that suppliers will collaborate with Mallee CMA to foster strategic partnerships that drive innovation and support excellence in service provision.

Suppliers are expected to:

- Conduct business with Mallee CMA in a fair, open and transparent manner;
- Inform themselves of, and comply with, all of Mallee CMA's [Corporate Governance](#) documents;
- 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

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Mallee CMA will, where possible, maintain a 12-18-month forward Procurement Plan which will be publicly available on the Mallee CMA website. Whilst this Plan does not constitute a commitment by Mallee CMA to purchase the described goods or services, it will include details of the planned procurements, the proposed market approach and estimated timing. This procurement plan will be updated at regular intervals informing suppliers of future supply opportunities

Mallee CMA use Tenders Vic to manage all invitations to Supply events. We recommend suppliers register with Tenders Vic to keep informed. Participation may be required through Industry Capability Network for procurement over \$1M, this will be reflected in relevant documentation.

Where to go for other business support advice:

- Tenders Vic [www.tenders.vic.gov.au](http://www.tenders.vic.gov.au)
- Buying for Victoria [www.buyingfor.vic.gov.au](http://www.buyingfor.vic.gov.au)
- Industry Capability Network <http://www.icn.org.au/vic>

## Managing Supplier Relationships during the Procurement Process

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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); or,
- 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; and
- All communications pertaining to an Invitation to Supply between suppliers and Mallee CMA will be managed by the staff member managing the procurement.

## Managing Contract Performance

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

The Mallee CMA 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 the agreement is operating by measuring performance against agreed KPIs, milestones and/or deliverables, safety compliance and discussing opportunities for improvement.

It is essential that both parties to the contract understand 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

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Mallee Catchment Management Authority (CMA) is committed to transparent and accountable practices when seeking goods and services from suppliers, to ensure that procurement processes work effectively and fairly for all parties.

During the Request for Quote or Request for Tender process the Procurement Complaint Process Guidance Note is sent out to interested service providers.

Mallee CMA has developed a procurement complaint process to ensure that any concerns in relation to a procurement process can be addressed via a formal review method.

If you are involved in any procurement conducted by Mallee CMA and wish to lodge a complaint about the process, you should write (by letter or email) to Mallee CMA Contracts and Compliance Manager.

Manager Contracts and Compliance

Ph. (03) 5051 4377

Postal Address: PO Box 5017, Mildura VIC 3502

Email: [procurement@malleecma.com.au](mailto:procurement@malleecma.com.au)

Complaints are handled in a consistent, fair and transparent manner.

Your written complaint must set out:

- Your name and/or organisation's contact details;
- The procurement that the complaint relates to;
- The basis for the complaint specifying the issues involved;
- How the subject of the complaint and the specific issues affects you or your organisation;
- Any relevant background information; and
- The outcome desired by you or your organisation.

Mallee CMA will acknowledge your complaint within five (5) working days of receipt, and will seek to address the complaint within 20 working days of receipt. You may be contacted for further information and/or clarification of your concerns. If longer than 20 days is anticipated to be required, you will be advised accordingly.

If the complaint cannot be resolved to the satisfaction of both parties, the complainant may refer the matter to the Victorian Government Purchasing Board (VGPB) for review; the requirements of which are listed in section 3.1.1 of the [Governance – goods and services](#) policy located on the VGPB website.