



Supplier Engagement Plan

Document Type:	Policy	Approved by:	CEO
Department:	Support Services	Section:	Finance

Purpose

The purpose of this document is to establish a plan for enhancing MHS relationships with suppliers, to improve procurement outcomes for MHS which will also include sustainability measures and processes in purchasing practices for purchasing goods and services.

Scope

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches that all MHS departments and employees will put in place to ensure the highest levels of trust and accountability in all dealings with its suppliers, and those contracted to deliver goods and services to this health service.

Key Definitions

- Supplier Engagement Plan (SEP)
- Health Purchasing Victoria (HPV)
- Chief Procurement Officer (CPO)
- Contract Management Strategy (CMS)
- Contract Management Plan (CPM)
- Small Medium Enterprisers (SMEs)
- South West Healthcare (SWH)

Policy Statement

The objectives of this plan are to:

- improve transparency of procurement-related information
- detail the actions, processes and activities to map engagement with suppliers
- ensure that information on MHS procurement processes and key activities are easily accessible to suppliers
- encourage participation of SMEs and not for profit (NFP) organisations in the procurement process for our health service.
- engage with suppliers to promote/adopt procedures for encouraging/managing innovation and market-based solutions
- provide consistent messages to suppliers
- maintain good supplier relationships to improve contract performance and encourage ongoing efforts to seek improvements to drive better value for money
- utilise expertise from the regional procurement officer at SWH so as not to duplicate effort and potentially cause confusion



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MHS is committed to proactively managing the economic environment and social impacts associated with procurement activities for our health service.

The supplier engagement plan aims to help MHS manage sustainability risks and opportunities associated with developing a collaborative working relationship with suppliers.

The Supplier Engagement Plan for MHS will follow core principles that include being well informed, understanding the current market and industries, develop and document all relevant processes and communicate these processes and systems with suppliers.

Immediate – within three months

Generic information services for suppliers

- The MHS website as well as Tenders Victoria (Victorian Government Purchasing Board, Department of Treasury and Finance) will be the primary portals for access to information for suppliers.
- MHS is a Victorian public health service required to be compliant with Health Purchasing Victoria contracts and policies. Prospective suppliers are directed to information on our website as to the best way to contact us

Informing suppliers of forward supply opportunities

MHS will maintain a forward procurement plan of at least twelve months and the plan for the next 12 months, at least, will be publicly available on the MHS website. This plan will include details of the categories/procurements planned, the proposed market approach and timing (when known). This will be updated regularly as changes occur to the plan.

Informing suppliers of actual supply opportunities

The method for informing suppliers of actual supply opportunities will depend on the proposed approach to market and will be undertaken according to HPV guidelines.

Managing supplier relationships during the procurement process will be undertaken in line with probity and procurement guidelines.

Informing the market about management of complaints and debriefs

MHS will always encourage and offer suppliers the opportunity to attend a detailed debrief following a procurement event/project. The debrief sessions by MHS will provide suppliers, relevant information, feedback and encouragement on areas that need further improvement and addressing to their procurement documentation. Advice is also provided to respondents (both successful and unsuccessful) of the outcomes of procurement activity.

MHS has reviewed its complaints policy. The process for lodging a complaint is available to suppliers on the MHS website.



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MHS participates within the regional supply framework and as such, SWH manages suppliers to deliver economies of scale and a consistent approach to high flow supplier management

To note – SWH’s Supplier Engagement Plan states
SWH has implemented a supplier relationship management program for the top 10 suppliers (by spend).

The program involves:

- *regular review meetings (annually)*
- *agreed metrics for evaluation:*
 - *DIFOT (Delivered In-Full, On-Time) (self-assessed)*
 - *customer service performance based on feedback – Any SWH issues will be lodged with HPV*
 - *VPC compliance*
 - *HPV compliance*
 - *TGA compliance & quality*
 - *Recall Net compliance*
 - *SWH organisations attendance/promotion organisations premises policy 852 version 2*
- *meeting format:*
 - *SWH and suppliers*
 - *Regional health services can participate*
 - *Regional HPV forums*

Informing staff about changes to supplier engagement

MHS informs staff of the procurement reform through the following channels:

- MHS Leadership meetings and internal annual update sessions
- MHS Staff Forums
- HPV/CTS Training sessions as relevant
- MHS policies

Implementation of this plan is the responsibility of all staff that are involved in the procurement field.

References



SWH Supplier Engagement Plan
Health Purchasing Victoria templates



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Approval of Current Version

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Consulted:	Executive team, HPV			
Approved by:	Jackie Kelly	CEO		18/01/2021
Changes made in this version	References added			