



Purpose

Peninsula Health (PH) is committed to partnering strategically with our Supplier base to help PH provide its services. The purpose of this document is to establish a plan for enhancing PH's relationships with Suppliers to improve procurement outcomes.

Scope

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches PH will use to ensure the highest levels of trust and accountability in all dealings with its Suppliers, and those contracted to deliver goods and services. This is also reflected in PH's actions, market documentation and contracts.

Supplier Engagement Objectives

The objectives of this plan are to:

- improve transparency to Suppliers of procurement-related processes
- detail the actions, processes and activities undertaken by PH when engaging with Suppliers
- make information on PH's procurement processes and key activities easily accessible to Suppliers
- 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

PH's Expectations of Suppliers

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

Suppliers are expected to:

- Conduct business with PH in a fair, open and transparent manner
- Inform themselves of, and comply with, all PH's policies and procedures
These policies and procedures are accessible via the PH Supply webpage and will be updated from time to time to reflect current policy and procedure. <http://www.peninsulahealth.org.au/services/services-n-z/supply-materials-department/>
- Demonstrate compliance with the requirements of health purchasing policies issued by Health Purchasing Victoria.
- Provide full lifecycle support
- Implement continual business improvements and innovative solutions
- Proactively conduct risk assessments, analyse gaps and provide recommendations to PH.

Informing Suppliers of forward supply opportunities

PH will maintain a 12 -18 month Procurement Activity Plan which will be publicly available on the PH website. This plan will include details of the categories/procurements planned, the proposed market approach and proposed timing (when known). This procurement plan will be updated at regular intervals.

Informing Suppliers of actual supply opportunities

PH use Tenders Vic to manage all invitations to supply events. We recommend Suppliers register with Tenders Vic <https://www.tenders.vic.gov.au> to register

Where to go for business support advice?

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| • Industry Capability Network | http://www.icn.org.au/vic home |
| • GS1net (National Product Catalogue) | http://www.gs1au.org/index.asp |
| • National eHealth Transition Authority (NEHTA) | http://www.nehta.gov.au/ |
| • Health Purchasing Victoria | https://www.hpv.org.au/ |
| • Tenders Vic | https://www.tenders.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:

- a Request for information (RFI) undertaken prior to development of the sourcing strategy in order to better understand the market (including request for quotes and budgetary pricing);
- seeking Expressions of Interest (EOI) where the capability of the market to supply the requirement is not fully understood;
- issuing Invitations to Supply (RFx) via Tenders Vic;
- questions will be answered during an Invitation to Supply 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 all procurement activities;
- all communications pertaining to an Invitation to Supply between Suppliers and PH will be coordinated through the Procurement & Supply Chain Department, Tenders & Contracts unit.

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 Designated Contract Manager will meet regularly with Suppliers 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 prior to returning to the market. The Supplier may be contacted to examine opportunities for improvement prior to returning to the market.

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

PH has a framework for managing and resolving complaints. In the first instance, Suppliers are encouraged to contact the Peninsula Health Director Procurement & Supply Chain to discuss issues experienced during a sourcing event.

Further details of PH's Procurement Complaints Management process may be viewed on Peninsula Health's webpage <http://www.peninsulahealth.org.au/wp-content/uploads/Procurement-Complaints-Procedure.pdf>

Indicative Supplier Management Processes

PH believes the best Supplier relationship involves close and frequent collaboration between the parties. Relationship management will be tailored to suit individual circumstances.

PH has designed a Supplier relationship management program based on the categorisation of procurement activities into complexity quadrants, as per the table below.

Complexity Quadrant	Suggested Agenda	Recommended Frequency of meetings	Report Format
Strategic	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	Quarterly for first 12 months and thereafter 6 – 12 monthly	Tailored Supplier scorecard performance against KPI's
Focused	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	Quarterly for first 12 months and thereafter 6 – 12 monthly	Tailored Supplier scorecard performance against KPI's
Leveraged	Delivered in full – on time Pricing Customer Feedback	Annual review of Pricing Agreements	System generated statistics
Transactional	Delivered in full – on time Pricing Customer Feedback	Annual review of Pricing Agreements	System generated statistics

Health Purchasing Victoria Policies

Suppliers may inform themselves of HPV policies by:

- monitoring the HPV website <https://www.hpv.org.au/>
- subscribing to the HPV newsletter
- monitoring the PH Supply website <http://www.peninsulahealth.org.au/services/services-n-z/supply-materials-department/>

Supplier Engagement Performance Monitoring

PH's purchasing activities are monitored by the Strategic Procurement Committee (SPC) with representation drawn from all sectors of PH. This Committee monitors PH's performance against this plan.