



Industry Partner Newsletter - August 2015

## Regional Procurement

Edition 11

A Division of Strategic Services Australia

*Solving the Procurement Puzzle*

### Message Message Message Message Message Message Message Message Message Message FROM THE MANAGER

**2015 Supplier Satisfaction Survey:** Regional Procurement has recently concluded our annual supplier satisfaction survey process. Of the **327** surveys distributed via Survey Monkey a total of **54** responses were received (**16.51%**). Our Quality Assurance Officer has now completed the data collation process of the responses received and an overview of responses and ratings received will be posted to our website very shortly. I would very much like to thank those of you who were able to afford the time to respond as the information received will assist us to improve the service we provided to our valued industry partners.



It is extremely rewarding to note that the vast majority of respondents rated the service provided by Regional Procurement as exceptional, very good or satisfactory. Regional Procurement takes this matter quite

seriously and will endeavour to amend our processes in certain areas as suggested by the minority of respondents where this is determined to provide the best result overall. Our survey process is completely transparent with results posted to our website annually to allow not only our client councils but anybody for that matter, to compare our results with that of other procurement aggregators in the NSW market place.

**A New Deal For Councils:** Effective 1 July 2015, Regional Procurement will commence an exciting rebate program to reward our council clients. Each year, all client councils will receive a 30% rebate of the total management fees that Regional Procurement has generated over the next and subsequent financial years. The rebate will be based on each council's individual \$ spend on Regional Procurement contracts. The more \$ spend, the greater the rebate. No contracts to enter into, no MoU's to sign, just a reward for ongoing support and loyalty. Regional Procurement anticipates that an amount of approximately \$300,000 in total is likely to be rebated to our client councils at the end of the 2015/2016 financial year!

Regional Procurement will compile a quarterly report for each user council based on the information provided to us by our suppliers. Reports will be issued by Regional Procurement to all user councils in mid October, January, April and early July each financial year. Each council's nominated representative will review the 6 monthly spend figures provided by the relevant suppliers to confirm the accuracy of these figures. This will ensure the process used to determine the rebate accurately reflects the amount of \$ expended on Regional Procurement contracts by each user client council.

I am confident that the monies to be rebated will be put to good use and benefit both our client councils and their ratepayers alike.

In general, I am pleased to advise that Regional Procurement continues to receive inquiries for general tendering services as well as fee-for-service projects. This means that you, our valued industry partners, will continue to see RFT documents being released by Regional Procurement via TenderLink for a wide variety of goods and services. As always, it is the ongoing support of our valued industry partners that drives our business and for that I say a heartfelt 'thank you'!

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## 2015 Customer Service Survey

Over June and July our annual customer service review survey was issued to Councils and Suppliers.

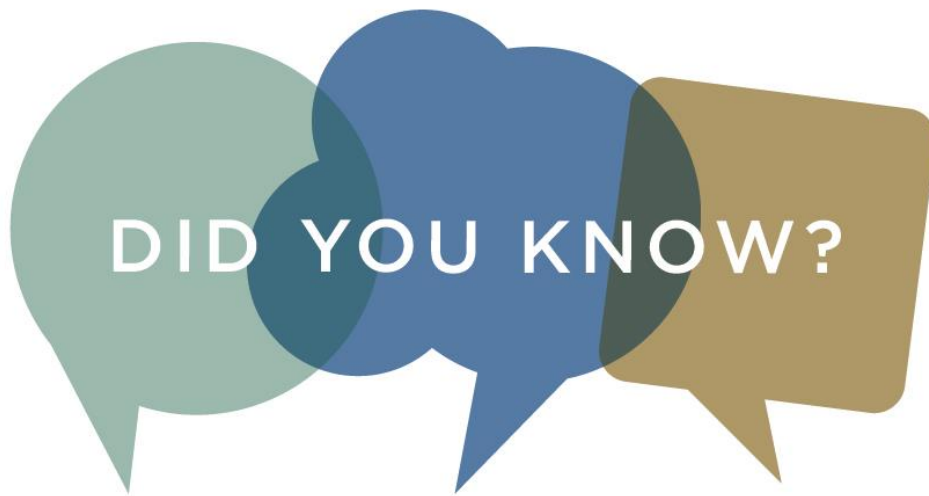
We'd like to thank those who participated and provided us with some very constructive feed back. Over the next few months we hope to implement some improvements across our processes and maintain the high standard of service we provide our councils. If you would like to review the results of the survey click [here](#).





**This Financial Year Council has purchased \$5,398,721 worth of bitumen emulsion on Regional Procurement contracts.**

**That's enough to fill 107 average sized back yard swimming pools.**



**DID YOU KNOW?**

**Regional Procurement provides solutions for the supply of Contestable and Non-Contestable Electricity.**

### **Contestable Sites and Street Lighting (> 100mwh)**

In consultation with our channel partner, Energy Action we can offer you access to an innovative process known as a 'Reverse Auction'. Energy Action has pioneered this process and it's a proven method of ensuring transparent and open competition between bona-fide energy retailers. This process is exempt from the Local Government (General) Regulation – Part 7 Tendering requirements as it is deemed to be a 'Public Auction' as defined under Section 55(3) of the Local Government Act.

The Reverse Auction process allows for real-time competition between energy retailers which bid for the right to supply the client's contestable electricity requirements over a defined contract term.

We are confident that this process will deliver optimum results for our clients.

### **Non-contestable sites (< 100mwh) Small Sites referred to as SME**

SME sites are not market tested in the same way as contestable sites because we don't use the Reverse Auction process for this sized market. We conduct a tender process for SME sites in accordance with the requirements of the Local Government (General) Regulation – Part 7 Tendering requirements.

If you are after further information on either of the above processes please [contact us](#).

Interested in what's currently out in the market?

Visit our [Tenderlink Portal](#) to view all advertised tenders.



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As a Member of Regional Procurement, we would love to keep you informed of the work we are currently undertaking.

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