



Council Newsletter - February 2016

Edition 13

Regional Procurement

A Division of Strategic Services Australia

Solving the Procurement Puzzle

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FROM THE MANAGER

Welcome to 2016 and all that it has to offer! Regional Procurement is gearing up for a busy year ahead and my team is ready to assist our valued council clients with their procurement, tendering and/or probity auditing needs.

End of Financial Year Rebates:

As you are all hopefully aware, Regional Procurement has commenced our 30% rebate program that will reward our valued client councils for their ongoing support and use of our contracts throughout the 2015/2016 financial year and each year thereafter! The rebate will be based on actual \$ spend by your council under approved Regional Procurement contracts. Our average management fees are the lowest of any NSW procurement aggregator and as such I am sure that you would understand that lower up front costs for goods/services provided by reputable suppliers will



therefore yield lower management fees to Regional

Procurement. That being the case, it follows that our 30% rebate program will provide a modest yet realistic income stream to our valued client councils.

Regional Procurement actively encourages our client councils to increase their utilisation of our contracts as we are very keen to see a greater return provided under the 30% rebate program.

Account Executive Field Visits:

Both Craig Wade and Mark Kentish will be spending time on-site with their respective client councils over the coming months. It is hoped that they will be able to catch up with as many Council staff as possible to reinforce the good working relationship between Regional Procurement and our valued client councils. Even I will be doing a little road trip north to Coffs Harbour in the near future. Who knows, I may even catch up with you!

Should you wish to request a visit by your dedicated Account Executive please contact them directly or place your request at admin@regpro.com.au or simply call our Support Services team on 02 4978 4046.

Current Contracts:

Please visit our website for information about current contracts which can be viewed across all regions or you can view only those contracts relevant to your area by selecting your particular region. As new contracts come on line you will see a 'Download' hyperlink which will take you to a 'Contract Summary' document. This document outlines important information about the contract as required by the

contracts are listed on our website they will all provide this level of detail for the information of the general public.

Enhanced Management Fee Reporting Process:

Regional Procurement has been working closely with a database expert to streamline our internal processes when it comes to the 6 monthly management fee reporting process. As you can appreciate, getting the right information from our suppliers equates to providing our valued client councils with the correct 30% rebate amount. Whilst our database is able to provide my team with all manner of information relevant to the many aspects of running our business there is always room for improvement! Another very important part of the 30% rebate process is ensuring that you, our valued council client, can validate the information provided to us by the various suppliers. As part of our Quality Assurance process Regional Procurement will issue a report to the nominated contact at your Council to validate this information. Our Quality Assurance Officer – Michelle Partland will be responsible for getting this information out to the councils in a timely manner. We ask that should you be the recipient of such a management fee spend report that you provide Michelle with confirmation as to the accuracy of the report or otherwise within 5 business days. Where no response has been received after that time we will assume that the reported information is correct. Please remember that the accuracy of the management fee spend report is directly linked to the accuracy of the 30% management fee rebate amount that is to be paid to your Council.

Thank you for your continued and ongoing support of
Regional Procurement.

Peter Salafia

Manager

Regional Procurement

T: (02) 4978 4044

M: 0400 478 178

E: peters@regpro.com.au

Council Login Portal

Just a reminder to council about our online portal available via our website.

On the Portal you have access to all of your relevant contract details. The portal lists the current contracts council has accepted, along with the signed contracts for each supplier, the specifications and the current pricing in PDF format (if you require excel please contact us to request this).

If you do not have a login and wish to access the portal, please click [here](#).

Please do not hesitate to contact us if you have any questions.



Looking to expand your knowledge?

Our neighbouring division, Local Government Training Institute, offers training that can be customised to suit your organisation's requirements. They have extensive experience in tailoring courses to the needs of local government, offering a range of nationally recognised qualifications. LGTI specialises in Business and Local Government, ranging from a Cert III to a Graduate Diploma.

If you are interested in studying or completing a training course through the Local Government Training Institute, please call (02) 4922 2333, or click [here](#) to visit their website.



New Level 2 Industry Partners

Telecommunications Service Provider and After Hours Contact Centre

Are you looking for a quality after hours contact centre solution? Or maybe a telecommunications supplier with a community spirit?

Regional Procurement has secured two new level 2 industry partners, Southern Phone and Southern Star Contact Centres. Well, one really they are actually the one company, offering our member councils both a complete range of telecommunications

services as well as after-hours contact centre services.

Established in 2002, their company is unique in that they only have local government councils as shareholders which has seen \$10.8 million returned to local communities through this relationship. In addition, they have recently launched their Community Grants Scheme which has seen a further \$2 million returned directly to community groups. Over 200 community groups benefitted last year and a similar number are expected to benefit this coming year.

Jeff Ludlow (their Business Development Manager) is rightfully proud of the customer service awards the company has received. For two years running their superior customer service attitude has been recognised by the Roy Morgan Research Company. Awarded the Best Home Phone Service Provider of the Year in both 2013 and 2014, they are confident of winning this award again for 2015 having won every monthly award, bar one. The others simply can't compete with their 91% customer satisfaction rating.

Southern Phone offers a complete range of telecommunications services to local councils, at a preferential cost structure, including fixed line services, mobile services, data and NBN services and provides access to all carrier networks.

Southern Star, on the back of their superior customer service, offer tailored contact centre solutions including after hours call answering, overflow and other call centre services.

You can view their details at www.southernphone.com.au or www.southerncontact.com.au. Or you can call Jeff Ludlow on **0459 036 360** for more information.



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

Our mailing address is:

59 Bonville Avenue

PO Box 3137

Thornton, New South Wales 2322

Australia

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Regional Procurement · 59 Bonville Avenue, Thornton, New South Wales, Australia · Thornton, NSW 2322 · Australia

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