



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 valued client councils at the end of the 2015/2016 financial year!

Regional Procurement will send out a quarterly report to each user council's nominated representative to ensure the appropriate rebate is provided at year's end. This information has already been obtained from each user council by the Manager – Regional Procurement. Reports will be issued mid October, January, April and early July each financial year. We ask that the nominated council representative review the 6 monthly spend figures provided by the relevant suppliers for your council and confirm the accuracy of these figures by reply email with 5 business days. 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.

**Probity Auditing and Consulting Service:**

Regional Procurement is pleased to advise that the Manager Regional Procurement and Quality Assurance Officer are able to provide client councils with this type of service. In the recent client satisfaction surveys it was noted that several councils expressed that such a service would be of benefit to them. Our process can be tailored to suit your specific requirements and as such can address a single component of the process such as tender evaluation or it is possible to have the entire tender process reviewed from conception to completion to verify compliance to the Local Government (General) Regulation – Part 7 Tendering requirements.

For all such inquiries please contact Support Services in the first instance on (02) 4978 4046.

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. My team is well placed to respond to the needs of our clients to provide them with the optimum level of customer service. As always, it is your support that drives our business and for that I say a hearty 'thank you'!

Peter Salafia

Manager

Regional Procurement

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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](#).



**Tyres4U Government  
Autumn Newsletter  
June 2015**

Click [here](#) to view.



## **No strings attached**

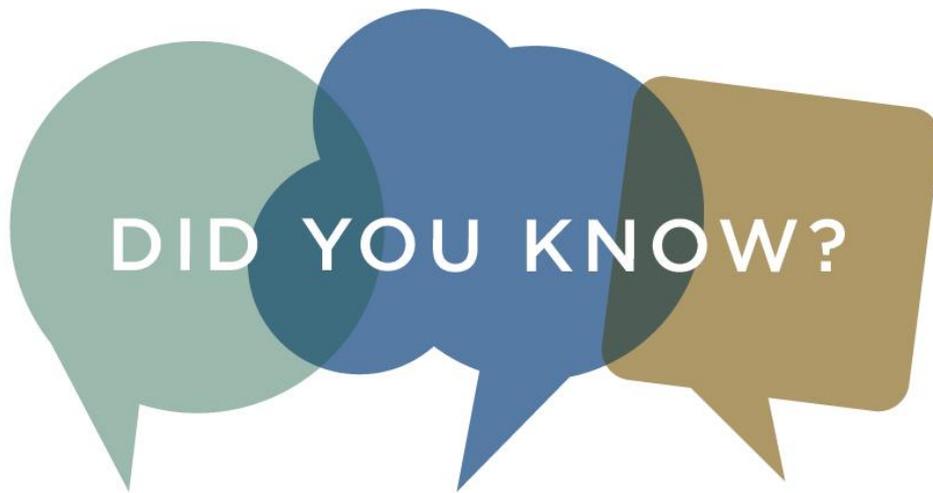
Regional Procurement has a new *no strings attached* deal in procurement management for its clients starting on 1 July 2015.

The new deal offers:

- the elimination of member council subscriptions and
  - a guaranteed minimum payment to client councils of 30% of any management fee income generated by that council.

For further details click [here](#)

**Reduce your costs and benefit from an end of year bonus now!**



## **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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