



# REGIONAL PROCUREMENT

Solving the Procurement Puzzle

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MAY 2022 - COUNCIL & SUPPLIER NEWSLETTER

Regional Procurement has achieved several milestones this year such as our newly developed website [www.regionalprocurement.com.au](http://www.regionalprocurement.com.au), employment of an additional Quality Assurance Officer and Support Services Trainee to better service our client councils and suppliers and engagement with new client councils. Regional Procurement will also be embarking on the triannual recertification process for Quality Assurance to the International Standard ISO 9001. This is a rigorous process which is primarily handled by Michelle Partland, our Advisor – Audit & Quality Management. Michelle has been instrumental in the renewal process and along with her team, ensures that Regional Procurement remains a leader in the provision of contract management and probity advice services.

## **Probity Advice and Services:**

We continue to provide probity advice and services to our client councils and offer this service to any council that is embarking on a high-value or sensitive tender/procurement process that warrants an independent review process. Our core values are to deliver quality outcomes to our clients that meets or exceeds expectations.

As always, our team is here to assist in any way we can so please reach out to us should you wish to ask a question relating to procurement/tender processes or to obtain a quotation for probity advice or services.

## **Annual Customer Satisfaction Survey:**

Here at Regional Procurement, we understand that our valued client councils and suppliers are the reason we exist. As such, we will endeavour to always provide the highest level of service to our clients. Our annual Customer Satisfaction Survey is one opportunity whereby you can have your say on how my team has performed in the previous 12 months. This survey plays a very important part in our performance review process and the information obtained is used to improve processes and drive change where needed.

## **Targeted Customer Satisfaction Surveys:**

We will also be implementing a targeted Customer Survey at the conclusion of Fee-For-Service tender processes. These tenders are where Regional Procurement is engaged by a client council to facilitate a special purpose tender process specifically for that client. Once the tender process has been completed, we will seek feedback from the council officer involved to obtain specific information as to the performance of our team in relation to that process. The survey will be sent by our Quality Assurance team to demonstrate independence of process.

In closing, I would like to quote John F. Kennedy who said - "We must find time to stop and thank the people who make a difference in our lives." I would like to thank my team for being so diligent in their dealings and can confidently say they are dedicated to achieving the very best results for our clients. I am proud to work with them and know their goal is to see Regional Procurement continue to deliver a quality service to all.

Regards, Peter Salafia Manager, Regional Procurement

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## News and features

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### Changes to the Regional Procurement Team in 2022

Claire Roche has stepped into the role of Support Services Coordinator, well done! Claire will now be your main contact regarding any contract Price Variations and much more.

We also welcome back Sabrina Smithson from maternity leave, Sabrina has transitioned into a role of Quality Assurance Officer two days per week.

Regional Procurement has also welcomed two new staff members to the team!

#### **Cath Magin**

Quality Assurance Officer

Cath commenced with Regional Procurement in early 2022, after 30 years of administration experience, primarily in the construction/engineering industry. She has previously been responsible for QA, WHSE, HR and Marketing.

She has extensive knowledge of, and experience in, creating policies and procedures and working to ISO accreditation standards.

#### **Victoria Herbert**

Support Services Trainee

Victoria commenced with Regional Procurement in early April 2022, she has had 4 years experience working within Customer Service roles.

Victoria will be working closely with Claire and Holden, assisting with the day to day administration and contract administration such as Certificates of Currency, Tender Openings, Contacting Referees and much more.

For any further information on our team and what their main responsibilities are please visit "Our Team" on our website at [regionalprocurement.com.au/about-us/our-team/](https://regionalprocurement.com.au/about-us/our-team/)

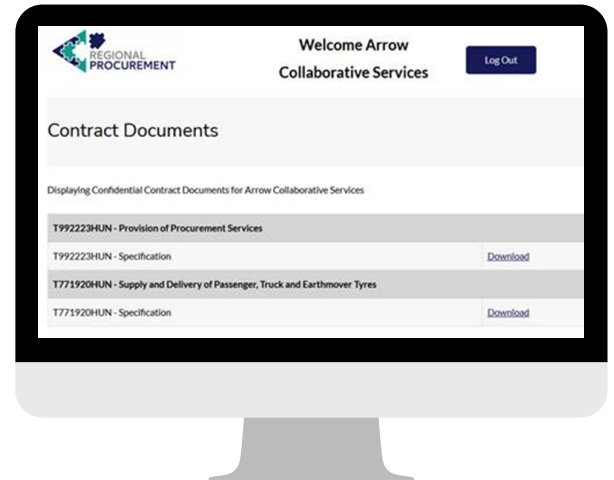
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## The New Regional Procurement Portal

As part of a 2021 project to revamp our regionalprocurement.com.au website, we have also finalised the re-design of our document portal. Issues that some users experienced when logging in should now be removed and the process for accessing secure contract documents should be streamlined.

Users of our previous portal were contacted directly during March and provided instructions to access the website. Please contact our team at admin@regpro.com.au or on 4978 4046 if you:

- did not receive this email,
- would like to update your access to the portal,
- are having difficulties logging in, or
- want to know more about our portal.



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## The value of feedback

The team at Regional Procurement value feedback. It helps us to contemplate, check the services we are offering and make improvements that will benefit our customers. We seek feedback during council and supplier meetings, through our web page <https://regionalprocurement.com.au/contact-us/>, through formal Supplier Performance Reviews and, in the middle of each year, through our Council and Supplier Satisfaction Surveys.

### **Supplier Performance**

For each Regional Procurement contract, our team conducts two important Supplier Performance Reviews. They are typically emailed to council officers who are associated with each contract 6 months and 18 months after a contract commences.

The supplier performance reviews are important for gauging council satisfaction on the Service Providers and the products or services they provide under Regional Procurement contracts. This feedback helps to ensure Regional Procurement continues to offer contracts that provide councils with effective products and solutions and enables our Team to investigate and rectify any issues that are raised by council staff.

If you are a council officer who receives such emails, we would be grateful if you could either take five minutes to complete the survey or forward the survey request to other staff who are using the product or service. Please contact our team on 4978 4046 at any stage if you have any questions about this process.

### **Regional Procurement Performance**

Regional Procurement has been offering Tendering and Contract Administration solutions since 2004.

Throughout that time, we have strived to provide councils and suppliers with quality outcomes. Feedback from Councils and Suppliers has been an important factor in helping our Team achieve this. Over the years, we have adapted our processes, updated documents and improved resources thanks to the feedback received.

Once again, we will be distributing our annual Council and Supplier Survey during June. We hope to receive feedback from everyone who has participated in some way in a Regional Procurement Tender process or Contract Administration, particularly over the last 12 months.

Please contact us if you would like to provide feedback in the meantime.

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# Tenders & Upcoming Contracts

## Various Contracts commenced on 1.4.22

- Provision of Drilling and Blasting, Road Stabilising and Plant Hire (Special Tenders for Coonamble Shire)
- Water Meters and Ready Mixed Concrete (RTC)
- Traffic and Safety Signage, Stationery and Water Meters (OROC)

## Various Contracts commenced on 1.5.22

- Road Base Materials (Special Tender for Nambucca Valley)

## Tenders for the following are underway

**NAMOI 1.6.22** Koala Sanctuary Project **1.6.22** Telemetry and SCADA Support **1.6.22** Road Stabilising **OROC 15.6.22** Water Main Replacement **1.10.22** Concrete Pipes **HUN 1.7.22** Traffic & Safety Signage **1.7.22** Drug & Alcohol Testing **1.7.22** Water Meter Reading **1.10.22** Mobile Garbage Bins & Replacement Parts **1.10.22** Concrete Pipes **1.10.22** Bulk Fuel & Oil

## A message from Michael Lowe regarding HUN Bulk Fuel, Oils/Lubricants

With the current contract for Bulk Fuel, Oils/Lubricants expiring 30 September 2022, we are currently in the process of preparing the Tender for the Supply and Delivery of Bulk Fuel, Oils/Lubricants and Kerosene.

This Contract will include a number of new products in the range of Oils and Lubricants, but will also include "AdBlue" Diesel Exhaust Fluid (DEF) for which Councils have a significant requirement.

There is also a demand by Councils for Kerosene so we have taken the opportunity to add standard Kerosene and High Flashpoint Kerosene to the contract.

We will be requesting both of these new items for the contract to be available in various package sizes such as 10, 20, 205 and 1,000 litre containers for AdBlue and 205 and 1,000 litre containers for Kerosene.

We are requesting the availability of 1,000L containers for these products in the form of an Intermediate Bulk Container (IBC) which will allow easier dispensing of the products. These will be able to be delivered directly to site and replaced when requested by Councils.

If you have any enquiries in relation to this contract please contact Michael Lowe, Key Account Manager, at [michaell@regpro.com.au](mailto:michaell@regpro.com.au) or on 0409 490 403.



## Level 2 Industry Partner Program

If you are looking for goods and services which will total under the amount of \$250,000 per annum the below suppliers offer a range of goods and services that are considered beneficial to councils. These services are not the same as Regional Procurement Contracts.

Prior to being accepted as a Level 2 Industry Partner, the suppliers shown below have provided evidence of their current trading status and level of insurance coverage as well as met the minimum feedback requirements from Referees.

For a short summary of the services these suppliers offer please visit our website at [regionalprocurement.com.au/level-2-industry-partners/](http://regionalprocurement.com.au/level-2-industry-partners/)



[aquaassets.com.au](http://aquaassets.com.au)



[f3motorauctions.com.au](http://f3motorauctions.com.au)



[energyaction.com.au](http://energyaction.com.au)



[moodie.com.au](http://moodie.com.au)



[newcastleherald.com.au](http://newcastleherald.com.au)



[makwear.com.au](http://makwear.com.au)



[nationalflowsystems.com](http://nationalflowsystems.com)



[streetfurniture.com](http://streetfurniture.com)



[turfcareaustralia.com.au](http://turfcareaustralia.com.au)



[illion.tenderlink.com](http://illion.tenderlink.com)



[valleymotorauctions.com.au](http://valleymotorauctions.com.au)



[waspindustries.com.au](http://waspindustries.com.au)



[sala4d.com](http://sala4d.com)



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