

# Supplier Engagement Plan

## Purpose

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

## Scope

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches GMCT 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 GMCT'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 GMCT when engaging with Suppliers
- make information on GMCT'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.

## GMCT's Expectations of Suppliers

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

Suppliers are expected to:

- Conduct business with GMCT in a fair, open and transparent manner
- Inform themselves of, and comply with, all GMCT's policies and procedures
- Additional policies and procedures relating to supplying to GMCT are accessible via the VGPB website and will be updated from time to time to reflect current policy and procedure. <https://www.buyingfor.vic.gov.au/victorian-government-purchasing-board-vgpb>
- Implement continual business improvements and innovative solutions
- Proactively conduct risk assessments, analyse gaps and provide recommendations to GMCT.

## Informing Suppliers of forward supply opportunities

GMCT will maintain a 12-month Procurement Activity Plan which will be publicly available on the GMCT 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

GMCT uses Tenders Vic to manage all invitations to supply events. We recommend Suppliers register with Tenders Vic to register (<https://www.tenders.vic.gov.au>). These projects comprise the majority of market approach activities annually.

## 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 GMCT will be coordinated through the Procurement Department.

## 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

GMCT has a framework for managing and resolving complaints. In the first instance, Suppliers are encouraged to contact the GMCT Procurement Department to discuss issues experienced during a sourcing event.

Further details of GMCT's Procurement Complaints Management process may be viewed on GMCT's webpage (<https://www.gmct.com.au/complaints-policy>).

## Indicative Supplier Management Processes

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

GMCT 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
<b>Strategic</b>	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	Monthly	Tailored Supplier scorecard performance against KPI's and contract deliverables
<b>Focused</b>	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	Monthly	Tailored Supplier scorecard performance against KPI's and contract deliverables
<b>Leveraged</b>	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	Monthly	Tailored Supplier scorecard performance against KPI's and contract deliverables
<b>Transactional</b>	KPI Metrics Pricing Catalogue update Issues/Escalations Customer Feedback	As required. Bi-annual as a minimum	Tailored Supplier scorecard performance against KPI's and contract deliverables