



Forensicare

Supplier Engagement Plan (SEP)- 2024-25

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches put in place to ensure the highest levels of trust and accountability in all dealings with suppliers.

As a Victorian state government agency, Forensicare seeks to utilise State Purchase Contracts (SPCs) wherever suitable. This enables us to leverage the category management resources and purchasing power of the State Government.

This plan addresses how Forensicare informs the market about supply opportunities (through Advance Notices), managing supplier relationships during the procurement process, and managing complaints and debriefs. Providing timely, accurate and relevant information to the market is central to maintaining a positive view of government and supporting supplier participation in the government marketplace. This plan forms part of our Procurement Strategy.

This plan is reviewed and updated annually.

Supplier Engagement Objective	Approach
How will the market be informed of forward supply opportunities?	<ul style="list-style-type: none"> Forensicare's Procurement Activity Plan is published on Forensicare's website and is updated annually or as new significant procurement events are planned. Advanced tender notices published on Buying for Victoria tenders portal
How will the market be informed of actual supply opportunities?	<ul style="list-style-type: none"> All procurement activities that reach the tender threshold under our Procurement Policy (currently \$150,000) are published on buying for Victoria tenders portal notifying all suppliers under the selected category All procurement events under the tender threshold are published on Vendor Panel's public market place Direct engagement with State Purchase Contracts that have sole suppliers
How will the relationship with suppliers be managed during the procurement process?	<ul style="list-style-type: none"> All Forensicare's procurement is conducted through Vendor Panel. All tender submissions must be submitted via this portal. All communication from suppliers must be submitted via the portal. Tender Briefing sessions may be conducted depending on the complexity of the procurement event. Contract management plans are developed for each contract. The requirements of these plans are tailored to the key terms and complexity of the contract. These plans provide information on the appropriate level of engagement needed with suppliers. These plans assist in managing the contract and supplier performance against KPI's and the schedules for performance review meetings.
How will the market be informed about management of complaints and debriefs?	<ul style="list-style-type: none"> The process for making complaints is published on the Forensicare website under the <i>Doing Business with Forensicare</i> tab. Debrief sessions with suppliers are an important part of the procurement process as they help with building relationships with suppliers and can keep them engaged for future procurement events. This process is built into the Forensicare Invitation to Supply template (based on the VGPB template). All suppliers are offered debriefs upon being notified whether they are successful or unsuccessful.
How will staff learn about changes to supplier engagement?	<ul style="list-style-type: none"> Due to the centralisation of the procurement function, the Procurement and Contracts Management team will be across any changes to supplier engagement from being involved in the process. Other stakeholders such as contract owners, are notified by the Procurement team on any changes. If the change in supplier engagement was to effect the whole organisation the Intranet and email should be used to communicate this to staff.
How will supplier engagement activities meet the principle of scalability?	<ul style="list-style-type: none"> High risk procurement events have dedicated contract managers