**Supplier Engagement Plan Template**

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# Purpose

Enter details of your purpose statement(s) here.

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| **Purpose example (subset)**  *Recognising the growth of HSV's procurement function and its scope, the purpose of this document is to establish a plan for enhancing HSV's relationships with suppliers to improve procurement outcomes both for HSV, purchasing on its own behalf, and for health services.* |

# Scope

Enter details of your scope objective(s) here.

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| **Scope example (subset)**  *This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches HSV will put in place to ensure the highest levels of trust and accountability in all dealings with its suppliers, and those contracted to deliver goods and services to health services.* |

# Supplier Engagement Objectives

Enter details of your supplier engagement objectives here. Below are possible bullet points to consider and may be applicable for your organisation.

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| **Objectives example**  *The objectives of this plan are to:*   * *improve transparency of procurement-related information* * *detail the actions, processes and activities to map engagement with suppliers* * *make information on HSV's procurement processes and key activities easily accessible to suppliers* * *encourage participation of SMEs and not for profit (NFP) organisations in procurement for health services* * *adopt new ways to engage with suppliers, for example procedures for encouraging/managing innovation and market-based solutions* * *inform HSV's existing suppliers about the intent and opportunities of the procurement reform* * *provide consistent messaging to suppliers* * *maintain good supplier relationships to improve contract performance and encourage ongoing efforts to seek improvements to drive better value for money.* |

# Current landscape at [your health service]

Enter details of the current procurement landscape at your organisation here.

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| **Current landscape tip**  *Enter information relevant to the current status of sourcing events, practices and how your organisation is performing against criteria such as strategic plans etc.* |

# Supplier Engagement Plan

Enter details of your supplier engagement plan here

Below are some possible sub-headings to consider and may be applicable for your organisation.

## Immediate – within three months

**Generic information services for suppliers**

Enter details of information services initiatives here.

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| **Generic information services for suppliers example (subset)**  *Enter any information services initiatives. For example:*   * *The HSV website will be the primary portal for access to information for suppliers.* |

**Informing suppliers of forward supply opportunities**

Enter details of how you plan to inform suppliers of forward supply opportunities here.

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| **Informing suppliers of forward supply opportunities example (subset)**  *HSV will maintain a forward procurement plan for the next 12 - 18 months, at least, will be publicly available on the HSV website. This plan will include details of the categories/procurements planned, the proposed market approach and timing (when known), and details for the relevant contact person. This will be updated regularly as changes occur to the plan.* |

**Informing suppliers of actual supply opportunities**

Enter details of how you plan to inform suppliers of actual supply opportunities here.

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| **Informing suppliers of actual supply opportunities example (subset)**  *The method for informing suppliers of actual supply opportunities will depend on the proposed approach to market. These can be broadly categorised as either:*   * *an open approach to market - publicly advertised Invitations to Supply (ITS) or Expressions of Interest (EOI)* * *a closed market approach - selective ITS or direct negotiations with a sole supplier* |

**Where to go for other business support advice?**

Enter details on where suppliers can go for other business support advice here.

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| **Where to go for other business support advice? example (subset)**  *Links will be provided via the HSV website to other resources available to support suppliers accessing the health sector opportunities such as:*   * *Industry Capability Network website* * *GS1net website (National Product Catalogue)* * *National eHealth Transition Authority (NEHTA) website* |

**Managing supplier relationships during the procurement process**

Enter details of how you plan to manage supplier relationships here.

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| **Managing supplier relationships during the procurement process example (subset)**  *Market engagement activities undertaken in the procurement process may include:*   * *meeting regularly with suppliers to understand how an agreement is operating and opportunities for improvement prior to returning to the market* * *a formal request for information (RFI) undertaken prior to development of the sourcing strategy to better understand the market* * *a supplier briefing prior to the finalisation of the market approach with specific feedback sought on the draft Statement of Requirements (SoR)* * *seeking expressions of interest (EOI) where the capability of the market to supply the requirement is not fully understood* |

**Informing the market about management of complaints and debriefs**

Enter details of your complaints and debrief process here.

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| **Informing the market about management of complaints and debriefs example (subset)**  *HSV has always encouraged suppliers to debrief following a procurement event, with an objective of having 50% of suppliers in any event participate in a debrief. The availability of debriefs is highlighted and participation encouraged, in ITS documentation and supplier briefings. Advice is also provided to respondents (both successful and unsuccessful), of the outcomes of a procurement activity.*   * *HSV has reviewed its complaints policy and the process for lodging a complaint is available to suppliers on the HSV website.* |

**How will supplier engagement activities meet the principle of scalability?**

Enter details on your organisational approach to principle of scalability here.

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| **How will supplier engagement activities meet the principle of scalability? example (subset)**  *HSV has implemented a supplier relationship management program for the top 20 suppliers (by spend) on HSV collective agreements. The program involves:*   * *regular review meetings (annually at the moment)* * *agreed metrics for evaluation:*   + *DIFOT (Delivered In-Full, On-Time) (self-assessed)*   + *customer service performance based on health services' feedback – HSV issues log*   + *VPC compliance - scorecard results* * *meeting format:*   + *HSV and suppliers*   + *health services can participate* * *meeting times are publicised to encourage health service involvement* |

**Information for suppliers about procurement**

Enter details on how your organisation will communicate to suppliers regarding the procurement reform

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| **Information for suppliers about the procurement reform example (subset)**  *HSV informs suppliers of the procurement through the following channels:*   * *The HSV website:*   + *news articles*   + *fact sheets for download* * *HSV newsletters* * *Regular HSV supplier forums (including supplier briefing session for individual categories)* |

**Informing staff about changes to supplier engagement**

Enter details on how your organisation will communicate to staff about changes to supplier engagement here.

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| **Informing staff about changes to supplier engagement example (subset)**  *HSV informs staff of the procurement reform through the following channels:*   * *HSV Headlines internal email newsletter* * *HSV Team meetings* * *HSV Sourcing Team meetings and 'toolbox talks'* |

## Medium to long-term – next 12-18 months

Enter details of your long-term supplier engagement plan here.

You may consider utilising a table format as show below:

Table 1: Medium to long-term supplier engagement plan

|  |  |
| --- | --- |
| Timeframe | Activity |
| Month – Month Year | Activities list |
| Month – Month Year | Activities list |
| Month – Month Year | Activities list |
| Month – Month Year | Activities list |

# Supplier Engagement Performance Monitoring

Enter details of your supplier engagement performance monitoring strategy here.

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| **Supplier Engagement Performance Monitoring example (subset)**  *Performance against the plan will be monitored to ensure that:*   * *HSV are building stronger relationships and enhanced collaboration with key suppliers, in order to realise better value for money from:*   + *more structured and focused engagement with key suppliers*   + *joint collaboration*   + *technology innovation*   + *improvements in service and support* * *Supplier assets and capabilities are leveraged to generate a competitive advantage (versus only focusing on purchasing goods and services at a lower cost)* |

# Implementing the Supplier Engagement Plan

Enter details of your supplier engagement implementation strategy here.

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| **Implementing the Supplier Engagement Plan example (subset)**  *Implementation of this plan is the responsibility of the accountable officer/ CPO (Chief Procurement Officer), the Director of Procurement and all HSV staff involved in procurement for process improvement.* |

# Disclaimer

The information presented in this document is general in nature and based on Health Share Victoria’s interpretation of the Health Services Act 1988 (Vic) and any ancillary legislation and regulations in effect at the time, and should not be relied upon as legal advice. Please consider seeking professional and independent advice from your legal representative as to the applicability and suitability of this information and the legislation to your own business needs or circumstances.