



# Procurement and contracting engagement Procedure

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## 1. Purpose

This procedure provides guidance to ensure relationships with internal and external stakeholders are managed to ensure an effective procurement and contract management process.

## 2. Scope

Engagement with potential and current service providers and internal stakeholders from the start of a procurement process through all life cycles of the contract management phases.

Engagement activities with stakeholders outside of procurement and contract management activities will occur in-line with the Department for Child Protection's relevant frameworks and/or engagement strategies governing interaction with children and young people, partners and other government agencies.

## 3. Authority

### 3.1 Legislative context

- [Family and Community Services Act 1972](#) (Part 2, Division 3 – Contracts for Services)
- [Industry Advocate Act 2017](#) (Part 3, section 6)

### 3.2 Whole of Government requirements

This document should be read in conjunction with the following whole of government requirements:

- [SA Industry Participation Policy](#)
- [Industry engagement guidelines](#)
- [Treasurer's Instruction 18 – Procurement.](#)
- [Treasurer's Instruction 17 – Public Sector Initiatives](#)

### 3.3 DCP requirements

- [Procurement Governance Policy](#)
  - [Procurement sourcing Procedure](#)
  - [Contract Management Framework](#)
  - [Forward Procurement Plan and Procurement Activity Report](#)
  - [Contractual web content management framework](#)
  - [Supplier complaints in procurement Procedure](#)
  - [PC044 –South Australian Funding Policy for the Not for Profit Sector](#)
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### 3.4 Principles

Procurement and contracting engagement:

- supports current and potential service providers navigate procurement and contracting requirements with DCP
- enables DCP staff to understand and be supported by procurement and contract management activities
- drives open and collaborative communication and partnership
- utilises technology and other mediums to engage in a timely, responsive and meaningful way.

## 4. Procedure requirements

### 4.1 Procurement and contracting stakeholders

#### 4.1.1 Internal stakeholders

Procurement and contracting services provide a centralised procurement service across DCP. These internal relationships are summarised below:

| Stakeholder                                    | Stakeholder relationship  |
|--|---|
| Procurement and Contracting                    | <ul style="list-style-type: none"> <li>• Procurement planning, reporting and statutory compliance.</li> <li>• Coordinate procurement activities to deliver high value, strategic procurement outcomes.</li> <li>• Provide specialist procurement advice, guidance and expertise.</li> </ul>                                     |
| Service Contracts and Licensing                | <ul style="list-style-type: none"> <li>• Contract management of Out of Home Care Service Agreements.</li> </ul>   |
| DCP Business Units                             | <ul style="list-style-type: none"> <li>• Procurement and Contracting customers seeking Procurement advice, guidance and expertise.</li> <li>• Content owners for service provision requirements, service specifications.</li> <li>• Impacted by services provided by service providers (directly and/or indirectly).</li> </ul> |
| Procurement specific or related working groups | <ul style="list-style-type: none"> <li>• Identify and develop required business requirements to inform and implement procurement projects.</li> </ul>   |
| Financial delegates                            | <ul style="list-style-type: none"> <li>• Approve expenditure and raise invoices within the power and limitation of their financial authorisation in an accordance with relevant policies and procedures.</li> </ul>   |
| Steering committees                            | <ul style="list-style-type: none"> <li>• Provide oversight and approval of service specifications, service provisions requirements, procurement.</li> </ul>   |
| Committee for Procurement Governance (CPG)     | <ul style="list-style-type: none"> <li>• Provide centralised oversight and approval of procurement and contract activities.</li> <li>• Monitor procurement and contract management reform.</li> </ul>   |
| Senior Executive Group (SEG)                   | <ul style="list-style-type: none"> <li>• Provide senior executive oversight and approval of procurement and contract strategies.</li> <li>• Monitor and action risks of procurement project progress and outcomes.</li> </ul>   |



|                                    |   |
|------------------------------------|---|
| Technology Information Group (TIG) | <ul style="list-style-type: none"> <li>• Provide oversight and approval of procurement strategies in relation to information and communication technology.</li> </ul>                               |
| Aboriginal Practice Directorate    | <ul style="list-style-type: none"> <li>• Provides advice on Aboriginal Impact Statement requirements and approval of the Aboriginal Impact Statement as part of the procurement process.</li> </ul> |

#### 4.1.2 External stakeholders

| Stakeholder  | Stakeholder relationship  |
|--|---|
| Procurement Services SA  | <ul style="list-style-type: none"> <li>• Provide DCP with guidance and direction of procurement and contracting requirements for managing SA Government contractual arrangements.</li> <li>• Engagement activity via SA Tenders and Contracts Website and Procurement Activity Report System (PARS).</li> <li>• DCP provide reporting and outcomes to comply with Whole of Government requirements set by Procurement Services SA.</li> </ul>   |
| Office of the Industry Advocate (OIA)  | <ul style="list-style-type: none"> <li>• Support potential service providers / suppliers navigate SA Government Procurement.</li> </ul>   |
| Out of Home Care (OOHC) current and potential service providers                | <p>Provide critical services fundamental to caring for children and young people in care, including:</p> <ul style="list-style-type: none"> <li>• family based care services (i.e. Foster, Kinship, Specific child only)</li> <li>• residential care (including disability)</li> <li>• placement and support packages (PaSP)</li> <li>• supported independent living services (SILS)</li> <li>• family reunification</li> <li>• advocacy and support</li> <li>• Family Group Conferencing (FGC).</li> </ul> |
| Information and communication technology (ICT) current and potential suppliers | <ul style="list-style-type: none"> <li>• Provide critical services to ensure DCP is equipped to support the technological needs of the department to deliver efficient and effective work practices, now and into the future.</li> </ul>  |
| Corporate services current and potential suppliers                             | <ul style="list-style-type: none"> <li>• Provide all other services that the department needs to procure to support operations and service delivery for children and young people in care.</li> </ul>   |

#### 4.2 Engagement mechanisms

Key to delivering on the objectives of [DCP's Forward Procurement Plan](#) is the ability to adequately engage stakeholders throughout the procurement and contract management lifecycle. A multi-faceted engagement approach has been developed to support DCP's procurement and contracting stakeholders be adequately skilled, informed, consulted and involved in procurement and contract management decisions. The following provides guidance about these mechanisms:



#### 4.2.1 Internal engagement mechanisms

| Engagement mechanism   | Engagement mechanism description  |
|--|---|
| <b>Education, training and information sharing engagement activities</b> |   |
| <b>Procurement / contract management staff training</b>                  | Lead procurement practitioners and contract managers will complete training as required by Procurement Services SA <a href="#">Contract Management Policy</a> . Training will be monitored through team training registers and opportunities for further training and development will be identified as per employee professional development plans.  |
| <b>Finance and Corporate Services Intranet pages</b>                     | Information on procurement and contract management is widely available for internal stakeholders to access via the DCP intranet.<br><br>The <a href="#">Procurement intranet page</a> includes information about procurement activities, links to related policies and procedures, and procurement forms and templates.<br><br>The <a href="#">Service Contracts and Licensing intranet pages</a> include information about current service types and service providers, service specifications and service provision requirements. |
| <b>Newsletters and forums</b>  | A variety of mechanisms can be used to share procurement and contract management information, requirements, and updates across DCP, including but not limited to Inside DCP e-newsletter, roadshows, forums, existing team meetings.  |
| <b>Consultation and decision making activities</b>                       |   |
| <b>Have Your Say</b>   | The Have Your Say section of the DCP intranet is utilised to receive DCP staff input into documents that guide the way we work within DCP. Any DCP governing document will be made available for DCP wide consultation.   |
| <b>Project sponsors</b>  | Procurement and contracting engage with Procurement project sponsors throughout the lifecycle of the procurement project to ensure business requirements project status is appropriately monitored and being delivered as planned.  |
| <b>Working groups</b>  | Representation from Procurement and contracting; and/or Service Contracts and Licensing will be made available on relevant working groups where procurement activities are required and expertise required.   |
| <b>Steering committees</b>   | Approval will be sought from relevant steering committees in accordance with their terms of reference and established governance arrangements.  |
| <b>Implementation, monitoring and review</b>                             |   |
| <b>Procurement Activity and executive reporting</b>                      | Procurement and contracting will provide periodic reporting in accordance with the <a href="#">Procurement Governance Policy</a> .<br><br>Reporting will provide oversight of procurement activity, progress, risks and outcomes.   |
| <b>Satisfaction surveys</b>  | After each procurement process, a satisfaction survey request is sent to the requesting business unit to gather feedback which is used to identify areas of improvement. Feedback is de-identified and results reviewed on a quarterly basis by Procurement and Contracting.  |



| Engagement mechanism          | Engagement mechanism description  |
|-------------------------------|---|
| <b>Kick-off meetings</b>      | Service contracts and licensing will ensure that relevant business unit representatives are involved in and/or informed of kick-off meetings that occur with Out of Home Care service providers.  |
| <b>Performance management</b> | Service contracts and licensing will ensure that relevant business unit representatives are involved in and/or informed of service provider performance against their contracted arrangements. This will be via the quarterly performance management meeting process. |
| <b>Contract reviews</b>       | Procurement and/or Service Contracts and Licensing will ensure that relevant business unit representatives are involved in contract review processes that provide the opportunity to give feedback on contracted service performance.                                 |



## 4.2.2 External engagement mechanisms

| Engagement mechanism   | Engagement mechanism description  |
|--|---|
| <b>Education, training and information sharing engagement activities</b> |   |
| <b>Information and tender briefings</b>                                  | <p>Pre-procurement information briefings and tender briefings will be undertaken for all complex and strategic procurements (where appropriate).</p> <p>To ensure consistent information is provided to all potential service providers/suppliers, information provided during briefings will also be published on DCP's website and within the relevant SA Tenders and Contracts tender notice.</p>  |
| <b>Partnership events</b>  | <p>Where possible, DCP will seek opportunities for partnership events with Industry Bodies and other Government Agencies to help increase education and awareness of procurement and contract management activities. This may include, but is not limited to working with:</p> <ul style="list-style-type: none"> <li>• Office of the Industry Advocate (OIA) to promote SA Industry Participation Policy and Supplying to Government resources</li> <li>• Child and Family Focus SA (CAFFSA) as the peak body representing most of DCP's contracted Out of Home Care Service Providers.</li> </ul>           |
| <b>Open procurements and upcoming events</b>                             | <p>A variety of web based communication channels can be used to share information on DCP's Forward Procurement Plan and the activities in progress to support these, this includes:</p> <ul style="list-style-type: none"> <li>• DCP's <a href="#">Procurement</a> webpage with information about DCP's forward procurement planning and currently advertised procurements</li> <li>• OIA online magazine reflecting DCP's planned activity</li> <li>• Advertisement on SA Tenders and Contracts website, Peak Bodies and Advocacy Groups</li> <li>• Procurement Activity Reporting System (PARS).</li> </ul> |
| <b>CMLS Service Provider Portal</b>                                      | <p>The Contract Management and Licensing System (CMLS) service provider portal enables DCP's Out of Home Care service providers to administer and manage their contract online. Enabling service providers to:</p> <ul style="list-style-type: none"> <li>• manage all contract management requirements</li> <li>• submit contract performance data and financial acquittals</li> <li>• share and exchange key contract information with the department.</li> </ul>   |
| <b>Communications</b>  | <p>DCP service providers will be kept up to date of any activities impacting their contractual arrangements with the department via:</p> <ul style="list-style-type: none"> <li>• targeted emails to service provider stakeholders advising of potential and actual changes to business practices impacting their contractual requirements</li> <li>• dedicated <a href="#">service provider area of DCP's website</a> providing information, tools and resources to assist service providers navigate procurement and contracting requirements with the DCP.</li> </ul>                                      |



| Engagement mechanism                               | Engagement mechanism description   |
|--|--|
| <b>Consultation and decision making activities</b> |  |
| <b>Engagement plans</b>                            | These will be tailored based on the individual procurement activity required and as specified within the Acquisition Plan.   |
| <b>Consultation activities</b>                     | <p>For any changes to web based contract content (<a href="#">service specifications</a> and/or <a href="#">service provision requirements</a>) that are publicly available on the service provider area of DCP's website and hyperlinked within Agreements, consultation with service providers must comply with the <a href="#">Contractual web content management Framework</a>.</p> <p>Consultation activities regarding proposed changes to web based contract content may include:</p> <ul style="list-style-type: none"> <li>• surveys (duration dependent on the complexity of change)</li> <li>• forums and/or workshops to present and discuss proposed changes</li> <li>• distribution of feedback and outcomes.</li> </ul> |
| <b>Implementation, monitoring and review</b>       |  |
| <b>Debriefs</b>                                    | Debriefs are offered to all respondents to a procurement process and are conducted whenever requested by the supplier. The debrief will inform the respondent of the strengths and weaknesses of their bid or proposal and the reasons why they were not selected.   |
| <b>Kick-off meetings</b>                           | Kick-off meetings will be available to support service providers implement and transition executed agreements.   |
| <b>Contract manager</b>                            | Service providers will be provided with a dedicated DCP contract manager and/or contact to assist them in the management of their executed agreement.  |
| <b>Quarterly performance management</b>            | Service contracts and licensing will ensure that relevant Out of Home Care service provider representatives are involved in and/or informed of performance against their contracted arrangements. This will be via the quarterly performance management meeting process.   |
| <b>Contract reviews</b>                            | Procurement and/or Service Contracts and Licensing will ensure that service providers are involved in contract review processes that provide the opportunity to give feedback on delivering contracted services to the department.   |



## 5. Compliance, monitoring and evaluation

Engagement strategies specific to individual procurement process will further be detailed within applicable Acquisition Plans.

This procedure will be reviewed and updated by Procurement and Contracting Unit in accordance with the requirements stipulated in the DCP Policy Governance Framework.

The effectiveness of this procedure will be monitored and evaluated by the Procurement and Contracting Unit as part of this process.

## 6. Related documents

| Related documents, forms and templates                       |
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| <a href="#">Contractual web content management Framework</a> |
| <a href="#">Procurement Governance Policy.</a>               |

## Document control

| Reference No./ File No.   |                                     |             |                  |
|---|-------------------------------------|-------------|------------------|
| Document Owner  | Lead Writer (position)              |             |                  |
| Directorate/Unit: Procurement and Contracting<br>Finance and Corporate Services | Manager Procurement and Contracting |             |                  |
| Accountable Director: Chief Financial Officer                                   |                                     |             |                  |
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| Risk rating   | Consequence Rating                  | Likelihood  | Risk Rating      |
| <a href="#">Risk Assessment Matrix</a>  | Minor                               | Unlikely    | Low              |

| REVISION RECORD  |         |  |
|------------------|---------|--|
| Approval Date    | Version | Revision description   |
| 7 May 2021       | 1.0     | New document   |
| 6 September 2024 | 2.0     | Review as per the policy review cycle. Updates include embedding DTF Procurement Service SA updates to Treasurer Instruction 18 – Procurement, on February 2023, and associated PSSA policy and procedures document. |