

SERVICE REVIEW OUTCOMES

CONTRACTS AND PURCHASING SERVICES

DETAILS OF SERVICE

Contracts & Purchasing is a service unit within Open Space Contracts & Asset Management, Best Value & Infrastructure Directorate.

SCOPE OF SERVICES

The Contracts & Purchasing team consists of 4 EFTs (equivalent full time), located at Council's Ringwood City Offices.

The unit has a direct role in:

- Tender and contract award process;
- Purchasing;
- Contract management; and
- Staff and community education

The Team carry out numerous tasks in accordance with all legislative requirements of the Local Government Act, Best Value legislation, National Competition Policy, Trades Practices Act, Information Privacy Act 2000 and Council Policies

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Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2002-03 Target: \$243,480	Exceeded budget by 0.3%	\$254,087
Quality Standard	External Customer Satisfaction Contracts/Tendering/Purchasing Target 2002/03: 75%	86%	80%
Quality Standard	Quality documentation Contracts/Tenders/Purchase Orders Target average: 80%	90%	80%
Quality Standard	Items purchased from Local Suppliers Target 20% – 25%	26%	20% - 25%

Best Value Principle

Action taken

Accessibility

Contracts and Purchasing operates standard office hours 8.30am to 5.00pm Monday to Friday, excluding public holidays. Access to service information is also available on Council's Web site.

All Public tenders are advertised in either The Age, local papers or both. All Tenders are advertised on Council's Web site and can be viewed and downloaded 24 hours over the Internet.

Benchmarking

Discussions were held with five metropolitan councils requesting benchmarking data against the following Maroondah benchmark indicators.

- Number of staff 4
- Operating budget \$243,000
- Number of contracts awarded p.a. 56
- % outsourcing of tender and contract support 1%
- Percentage of total purchase orders raised electronically 100%
- Percentage of local supplier purchases 25%
- Level of satisfaction with external clients. 80%

Data received was limited due to the variety of individual structures of service provision within other councils and the lack of data on customer satisfaction resulting in inconclusive results.

Consultation

To survey the unit's external customers, three phone surveys, using pre-determined questions, were conducted, the first with a sample of unsuccessful tenderers, the second with a sample of those who had been awarded contracts and the third with a sample of suppliers of goods and services under the AXSone purchasing system.

The units internal survey was conducted with two separate feedback workshops, the first with 19 contracts and tendering customers and the second with 21 AXSone purchasing users. Both sessions were convened by a person independent of the unit.

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings and key performance target and results will be placed on Council's community web page for public viewing and will be available from one of our Customer Service Centres.