



Southern Downs Regional Council increases engagement with local businesses

Background

Committing to choosing local is a sure way to create regional job opportunities and build resilient economies. Knowing this, Southern Downs Regional Council wanted a process for engaging local suppliers that was simple for staff to use, and provided full transparency for reporting and governance purposes.

Southern Downs had been using VendorPanel to manage their Preferred Supplier Panels since November 2014. The Council decided to implement VendorPanel Marketplace the following year, knowing it would enable staff to easily find and select suitable local suppliers, while retaining the benefits of VendorPanel's structured RFX process.

Supplier Engagement

On implementation of the Marketplace, the Council saw an immediate increase in engagement with local suppliers. Relationships with local businesses improved, too, as they saw the benefits of the system. Not only did businesses get a new sales channel, but Marketplace also provided suppliers with a single place to hold all job-related documents, and brought a clear process for issuing responses and communicating with buyers.



Southern Downs Regional Council is a Local Government area in the Darling Downs region of Queensland, along the state's boundary with New South Wales. It covers an area of 7,120 sq km and serves a population of over 35,000 people. The ancestors of the Jagera, Giabal and Jarowair people are the traditional custodians of the land.

"Nothing gets lost or forgotten - we always receive confirmation if we have won or lost a job."

Kim Amos
Business Support Coordinator
Ethos Urban



"Communication with the Council has improved - they give more detail in their RFQs which makes it easier for us to decide whether to respond or not. We receive email notifications, updates on the job and can ask questions in the portal. Nothing gets lost or forgotten - we always receive confirmation if we have won or lost a job."

Kim Amos, Business Support Coordinator, Ethos Urban

Results

Southern Downs now have a consistent and auditable internal process with regards to what they procure locally and with which suppliers they engage.

"VendorPanel Marketplace provides us with great data. We can see who we have sent RFQs to, which suppliers read the requests and respond or decline. This enables us to track our engagement with local suppliers and ensure we're sending them relevant opportunities."

Maryanne Kelly, Contracts Administrator

As a result, confidence in the Council procurement process has risen and the business community feels more engaged. And as buyer familiarity with the system has built, so has the number of RFQs going out to the local supplier market each quarter. It's a positive trend that has a direct effect on the local economy, an achievement the Council are very proud of.

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Maryanne Kelly
Contracts Administrator
Southern Down Regional Council

VendorPanel Marketplace

To be eligible to receive opportunities to supply Southern Downs and other organisations using VendorPanel Marketplace, just register your business at VendorPanel.com/Marketplace. It takes just minutes and it's FREE for suppliers!

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