

VendorPanel

Charters Towers Regional Council wins with Probity, Efficiency and Engagement with Local Suppliers

Background

When it became clear that the manual tender management system was putting a strain on council staff, Charter Towers' started considering options to automate. Aside from the obvious gains to be made in efficiency, Council knew that a system like VendorPanel would provide the level of transparency that suppliers were starting to demand.

Transition and Early Results

Charters Towers staff were already using VendorPanel RFxs for purchases under Local Buy arrangements, so the transition to using the platform to manage all RFxs was smooth and the benefits were almost immediate.

"VendorPanel Tenders has driven real efficiency gains for Council. The spike in workload at the start and end of each Tender has disappeared and we avoid that staff overhead completely now."

Paul Weston, Procurement Coordinator.

Additional Benefits

Beyond creating operational efficiencies, the solution ensures that go-to-market activity and responses to suppliers comply with good governance and audit controls, in line with the Regulations and Local Government Act.



CHARTERS TOWERS
REGIONAL COUNCIL

Charters Towers Regional Council serves over 12,000 residents across 66,000 sq km in Northern Queensland. The ancestors of the Gudjal people are the traditional custodians of the land. Rapid economic development followed the discovery of gold in the area during the last quarter of the 19th century.

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Paul Weston
Procurement Coordinator
Charters Towers Regional Council



“Overall, a big win has been in probity and supplier confidence in the system”, said Paul Weston.

Suppliers know that no one can access responses until the official close time. This means that tenders are not only fair, but known to be so, which supports positive buyer-supplier relationships.

“Survey capabilities on the platform are also useful in managing relationships between our buyers and suppliers”, says Weston. Vendor Panel allows procurement officers to survey their staff buyers on their satisfaction with the service delivery of successful vendors, and that feedback is built into the suppliers’ profile.

Charters Towers uses Vendorpanel to evaluate supplier responses, which the platform allows them to do in a number of ways depending on policy. At one extreme, a buyer can simply select the lowest-cost bidder, in the assurance that an audit trail of responses and communication supports that decision. In a more complex procurement event, the platform can be configured so that several specialists review responses against a weighted list of requirements, with a recommendation emerging based on their joint evaluation. In 2018, Charter Towers became one of the first users of the feature that allows multiple stakeholders to weigh in on the evaluation process and come to a consensus using the scoring tool.

Looking to the future, Charters Towers is planning to explore sharing contracts with neighbouring Councils so the region can benefit from collaboration. And they are soon to implement VendorPanel Marketplace, which will enable them to search by location to find new suppliers and include them in their RFX process.

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VendorPanel Tenders

is part of the platform that provides Councils with one place for managing all sourcing, including Local Government Association arrangements, Council Panels, Local Suppliers and Public Tenders. It allows Councils to publish public tenders via the VendorPanel platform. VendorPanel Tenders has been independently audited and meets requirements of local government legislation.

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