

Document Title:	SUPPLIER ENGAGEMENT PLAN
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Purpose

Alfred Health is committed to partnering strategically with our supplier base. The purpose of this document is to establish a plan for enhancing Alfred Health's relationships with suppliers to improve procurement outcomes.

Scope

This Supplier Engagement Plan (SEP) documents the processes, systems and communication approaches Alfred Health will use to ensure the highest levels of trust and accountability in all dealings with its suppliers, and those contracted to deliver goods and services.

Supplier Engagement Objectives

The objectives of this plan are to:

- improve transparency of procurement-related processes
- detail the actions, processes and activities to map engagement with suppliers
- make information on Alfred Health's procurement processes and key activities easily accessible to suppliers
- adopt new ways to engage with suppliers, for example: procedures for encouraging/managing innovation and market-based solutions
- provide consistent messaging to suppliers
- maintain good supplier relationships to improve contract performance and encourage ongoing efforts to seek improvements and to drive better value for money
- ensure all supplier engagement activities uphold the principles of probity, confidentiality and security

Alfred Health Expectations of Suppliers

Alfred Health engages with suppliers for the express purpose of deriving value for money for Alfred Health. Alfred Health expects that suppliers will collaborate with Alfred Health to foster strategic partnerships that drive innovation and support excellence in care provision.

Suppliers are expected to:

- Conduct business with Alfred Health in a fair, open and transparent manner
- Inform themselves of Alfred Health policies regarding (but not limited to) Procurement, Safety, Conflict of Interest and Procurement Complaints Management – these are accessible via the Alfred Health webpage
- Demonstrate compliance with the requirements of health purchasing policies issued by HealthShare Victoria (HSV) and all relevant Alfred Health policies– these are accessible via the Alfred Health webpage.
- Provide full lifecycle support
- Implement continual business improvements and innovative solutions
- Proactively conduct risk assessments, analyse gaps and provide recommendations to Alfred Health

Generic information services for suppliers

The Alfred Health Procurement & Supply web page "<https://www.alfredhealth.org.au/about/about-alfred-health/procurement-supply-chain>" is the primary portal for access to information for suppliers. This provides;

- Key objectives
- Procurement Activity Plan
- Vendor Complaints Management Process
- Purchasing Terms and Conditions
- Generic content relevant to suppliers

Informing suppliers of forward supply opportunities

Alfred Health will maintain a forward procurement plan which will be publicly available on the Alfred Health website. This plan will include details of the categories/procurements planned, the proposed market approach and proposed timing (when known), and details for the relevant contact person. This procurement plan will be updated at regular intervals.

Informing suppliers of actual supply opportunities

Alfred Health use the Buying for Victoria Tenders Portal to manage all Invitation to Supply events. We recommend suppliers register with Buying for Victoria. Go to <https://www.healthsharevic.vic.gov.au> to register.

Where to go for other business support advice?

- Industry Capability Network website <http://www.icn.org.au/vic> home
- GS1net website (National Product Catalogue) <http://www.gs1au.org/index.asp>
- National eHealth Transition Authority (NEHTA) website <http://www.nehta.gov.au/>
- HealthShare Victoria [Home » HealthShare Victoria](#)
- TendersVic <https://www.tenders.vic.gov.au>
- iProLive <http://www.iprolive.com/>

Managing supplier relationships during the procurement process

Market engagement activities undertaken in the procurement process will be scaled to suit the complexity of each procurement project. Supplier engagement may include a combination of any of the following:

- a Request for information (RFI) undertaken prior to development of the sourcing strategy in order to better understand the market (including request for quotes and budgetary pricing)
- a supplier briefing prior to the finalisation of the market approach with specific feedback sought on a draft Statement of Requirements (SoR)
- seeking Expressions of Interest (EOI) where the capability of the market to supply the requirement is not fully understood
- issuing Invitations to Supply (RFX) via the Buying for Victoria Tenders Portal
- questions will be answered during an Invitation to Supply via the Buying for Victoria Tenders Portal and answers distributed to all respondents
- Notification to all respondents (both successful and non-successful) of the outcomes of a procurement activity
- All suppliers will be encouraged to accept the offer of a debriefing session at the conclusion of all procurement activities.
- All communications pertaining to an Invitation to Supply between suppliers and Alfred Health /will be coordinated via the nominated contact person in the request documentation

Approved by: Director Procurement, Property & Supply Chain	Review Date:01/10/2026	Page 2 of 3
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Management of complaints

Alfred Health has a framework for managing and resolving complaints. In the first instance, suppliers are encouraged to contact the Alfred Health Director Supply Chain to discuss issues experienced during a sourcing event. Further details of Alfred Health's Procurement Complaints Management process may be viewed on Alfred Health's Webpage.

Indicative Supplier Management Processes

Alfred Health believes the best supplier relationship involves close and frequent collaboration between the parties. Relationship management will be tailored to suit individual circumstances depending on the complexity quadrant.

Implementation and Management of the Supplier Engagement Plan

Implementation and management of this plan is the responsibility of the CPO (Chief Procurement Officer), the Director of Supply Chain and all Alfred Health staff involved in procurement for process improvement.