

Getting Procurement Right



How do you balance integrity with effectiveness in procurement?

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Government procurement has 4 key interrelated goals



Secure fit for purpose services. To make sure government is buying the right thing



Maximise value for money. Achieve a balance between procuring services that provide high quality and the best price



Ensure trust and integrity. Government has a fundamental responsibility to spend taxpayer money wisely and effectively



Influence markets and communities positively. Align social and environmental priorities, foster competition, encourage innovation, and share knowledge and skill

These goals can be jointly achieved through:

Informed buyers

Informed sellers

A process with integrity

A streamlined process

Informed buyers

Creating informed buyers so they procure efficiently and effectively, and drive the best outcomes from suppliers.



Informed buyers

Potential solutions

A **Procurement Concierge** or dedicated team within a department that can guide and assist those unfamiliar with procurement and the required processes, bridging the gap between project managers and procurement teams. This informs those procuring, assists with process streamlining maintains the integrity of the process.

Procurement training and documentation that communicates in plain English the Why as well as the What and How of procurement and its place in project success.

Data capturing, aggregating and publicising of **past procurement experiences and internal subject matter experts** that can help inform market understanding and scope definition.

Informed sellers

Informed sellers allow the tenderers to demonstrate greater value for money, and for government to better understand the market.



Informed sellers

Potential solutions

Sellers take advantage of relevant **prequalification schemes and panel requirements** that captures broad needs of government.

Buyers are readily contactable during and after the tender process to provide query clarifications, specific feedback and set quality expectations on failed bids.

Buyers and sellers talk to each other regularly through events and agency newsletters to understand what government priorities and concerns are, and when current solutions are unsatisfactory.

A procurement process with integrity

A process that minimises opportunity for fraud, waste, and corruption.



A procurement process with integrity

Potential solutions

Clear, unambiguous and strong **policies and processes on preventing, declaring and managing potential, perceived and real conflicts of interest** and reduces opportunity for non-compliant procurement to be approved.

A **well-defined scope** that identifies the specific services that need to be provided, and ongoing, proactive contract management of that scope.

A readiness to **promote competition** for a tender, enabling opportunities to compare and validate supplier offerings.

Streamlining procurement

Efficient engagement
allows government to fulfil
its needs quickly.



Streamlining procurement

Potential solutions

Minimise steps and approvers from procurement request to awarding contract. This means making sure due diligence is done with the right people only, in the right way. Prequalification and Panel schemes could be considered as a platform for simpler procurement as some due diligence steps have already been addressed.

A risk focused and results oriented process will help make sure procurement avoids prioritising process over positive result.

Response forms that request essential information only – any additional information bloats responses, takes up time for the seller and makes the response more difficult to digest during evaluation.

Questions? Hadron Group can help.

Hadron Group developed this toolkit based on past engagements and our team's experiences in improving government procurement.

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