

# Southern NSW LHD Procurement Guide

September 2023



Health  
Southern NSW  
Local Health District

## Table of Contents

Introduction & Overview.....	2
Procurement Systems Support & Accounts Payable.....	2
Clinical Products .....	2
Contracts & Tendering .....	2
Procurements outside our team .....	3
SNSWLHD Procurement Purchasing Systems .....	4
StaffLink .....	4
iProcurement.....	4
iExpenses .....	4
New Supplier set up – iProcurement.....	4
System Access.....	4
Education and training .....	4
StaffLink Guides and Tutorials .....	4
Accounts Payable / Creditors .....	5
WINC .....	5
PCard (Procurement Card) .....	5
Finsbury Green .....	5
SARA (Search And Request Anything) Online Request forms .....	6
Promise Date .....	6
Cancellation of Purchase Orders .....	6
Goods Delivery Discrepancy .....	6
Internal Freight .....	6
Requisition to Invoice Payment Workflow .....	7
Clinical Product Management (CPM).....	8
Product Order Code Queries.....	8
Request to Trials .....	8
Product Complaints .....	8
Therapeutic Goods Administration (TGA) support.....	8
Restricted Financial Asset (RFA) .....	9
Company Representatives .....	9
Tenders and Contracts .....	10
Contract Governance .....	10
Tenders & Request for Quote (RFQ) processes .....	10
PROcure .....	10
Purchasing Matrix .....	10
Government Information Public Access (GIPA) Act .....	11
Procurement-connected Policy EXEMPTIONS and Preferences .....	12
SNSWLHD DELEGATIONS OF AUTHORITY MANUAL .....	13
Conflicts of Interest (COI) .....	13
Modern Slavery .....	13
Policy Table .....	14

## Introduction & Overview

SNSWLHD Procurement Team is a customer service team who can assist you with your Procurement related matters. Our team consists of 3 functional units;

### Procurement Systems Support & Accounts Payable

**Email – [SNSWLHD-procurement@health.nsw.gov.au](mailto:SNSWLHD-procurement@health.nsw.gov.au)**

**Phone – 02 6150 7366**

- Systems support including delegation changed for StaffLink, Winc and Finsbury Green
- Support for all Accounts Payable
- PCard Management
- General non-clinical Procurement queries
- Monetary Delegation advice
- Any procurement related matters you are unsure of can come through to this team who will have the relevant team member contact you.

### Clinical Products

**Email – [SNSWLHD-clinicalproducts@health.nsw.gov.au](mailto:SNSWLHD-clinicalproducts@health.nsw.gov.au)**

**Phone – 02 6150 7365 or 02 64919149**

- Responsible for the provision of expert clinical advice as it relates to procurement
- Clinical product queries and identification of iProcurement (HIMF, Health Information Management File) order codes
- First point of contact before commencing a trial of any clinical product and/or device that requires consumables
- Management of product complaints and substitutions
- Governance & Compliance of medical consumable & equipment related state-wide contracts
- First point of contact before undertaking Hospital Auxiliary and Restricted Financial Asset (RFA) Purchases
- Catalogue and Inventory management

### Contracts & Tendering

**Email – [SNSWLHD-tenders.contracts@health.nsw.gov.au](mailto:SNSWLHD-tenders.contracts@health.nsw.gov.au)**

- Support, advice and guidance for procurement processes, contracts & agreements including local, state-wide, whole of health & whole of government
- First point of contact for all procurements above \$30,000 over the lifetime of the agreement
- First point of contact for all contract related matters including compliance, probity, value for money
- Tendering support including planning, market approach, evaluation, and negotiation prior to contract execution.
- Government Information Public Access (GIPA) documentation compliance for all procurements above \$150,000.
- Procurement support to SNSWLHD Directorates/Facilities with preparing an approval brief & contract summary.
- Management of Procure (Contracts register for SNSWLHD).

## Procurements outside our team

- **ICT equipment and Telecommunications** - [mlhd-snswlhd-ictprocurement@health.nsw.gov.au](mailto:mlhd-snswlhd-ictprocurement@health.nsw.gov.au)
- **Biomedical Engineering**- patient monitoring equipment e.g., ECG, vital signs Biomedical Engineering is to be notified of all intended procurement of medical devices. When purchasing medical equipment which requires to be managed by Biomedical Engineering throughout its life cycle consideration should be given to standardization of existing equipment and the device must appear on the relevant NSW State Contract. A Request for Purchase Form requires completion and approval prior to procurement process. Any medical device/system purchased requires the Biomedical Engineering Department in the first instance to log, test, and commission prior to being placed into service.

Purchase of any medical device or equipment that amounts to a new technology, therapy or service in the Local Health District or a facility in the Local Health District first requires the approval of the Executive Director of Medical Services (EDMS) of SNSWLHD.

- **Asset Management** - Beds, examination couches, patient lifters

# SNSWLHD Procurement Purchasing Systems

## STAFFLINK

StaffLink is a state-wide application used by NSW Health. It is primarily the Human Resources Information Systems (HRIS) that links to Payroll, Staff Establishment, Procurement, iExpenses, Accounts Payable and Receivables, Supplier Listings and Financial Reporting.

## iProcurement

Application for submission and approval of requisitions for ordering, invoice processing and Value Based Standing Orders (VBSO).

## iExpenses

Application which manages employee related reimbursements as well as acquittals of Purchase Card (PCard) transactions.

iExpenses allows employees with a current NSW Health StaffLink number to enter claims for expense reimbursements (Expense Reports) online via a computer or mobile device, attach supporting documents, and submit their claim for approval and payment. Users can also add and update their bank account details and remittance email address (via computer only).

## New Supplier set up – iProcurement

SNSWLHD have a central process for Vendor requests to ensure correct procurement policies, protocols and contractual agreements are adhered to.

To set up a new supplier, please email the below details to [SNSWLHD-procurement@health.nsw.gov.au](mailto:SNSWLHD-procurement@health.nsw.gov.au).

- Supplier Name
- Supplier Contact details (including Email address)
- Supplier ABN
- Reason for Supplier addition request
- Estimated spend with the supplier
- Quote if obtained or monetary value of Procurement.

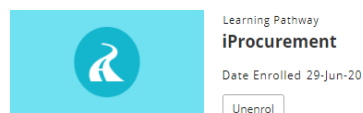
The Procurement team will reply to your email if they require any further information.

## System Access

If you require access to any other financial responsibility in StaffLink, please email [snswlhd-procurement@health.nsw.gov.au](mailto:snswlhd-procurement@health.nsw.gov.au).

## Education and training

All new requisitioners requesting access to [SNSWLHD iProcurement](#) are required to complete mandatory iProcurement training via [My Health Learning](#) prior to applying. A copy of the certificate must be uploaded as an attachment in the SARA ticket.



## StaffLink Guides and Tutorials

You can access Guides and tutorials by visiting the HealthShare [Intranet page](#).

## Accounts Payable / Creditors

SNSWLHD Procurement team are responsible for all Accounts Payable queries. Please email [snswhd-procurement@health.nsw.gov.au](mailto:snswhd-procurement@health.nsw.gov.au) for any queries related to Invoice payments or holds.

## WINC

Winc is NSW Health's mandated supplier for stationery supplies. All purchases are ordered through the [Winc Procurement Platform](#). Access to the Winc procurement platform can be found [here](#).

SNSWLHD have a pre-approved basket of goods (incl. [Office Chairs](#) ) for you to choose from within the procurement platform including general office furniture, any requirement outside the basket needs to be emailed to [snswhd-procurement@health.nsw.gov.au](mailto:snswhd-procurement@health.nsw.gov.au) via the [Winc outside basket order form](#). Please do not contact Winc direct for a quote. Our team have the pricing for all stationery items included in Contract 101. Our pricing differs to what WINC may provide.

Personalised stamps can be ordered via the <https://winc.mystamps.com.au/> . You will require your Winc Account Number and Cost Centre. *No login is required for this platform.*

Before requesting a stand-up desk or other ergonomic equipment, please liaise with your line manager and contact the [SNSWLHD-WorkersComp@health.nsw.gov.au](mailto:SNSWLHD-WorkersComp@health.nsw.gov.au) team to arrange an independent workplace assessment, we cannot proceed with your order until the assessment has been completed and attached to the order.

## PCard (Procurement Card)

PCard is NSW Health company credit card.

There is mandatory training [in My Health Learning](#) required before you can submit an application for a card, [using the SARA Portal](#). Application is approved by your line manager then forwarded to SNSWLHD Procurement team for review. Please ensure you enter a clear description of your card requirements in the justification box within the application, this will assist with endorsement of your application. Once reviewed and approved your application goes to the Director of Finance for final endorsement.

Please visit the PCard page for all information on eligibility, application process, policy and mandatory training requirements and links <https://intranet.hss.health.nsw.gov.au/finance/pcard>.

PCard's are issued in the employee's name not the business name, therefore you are to treat it like your personal card and not allow other employees to use the card on your behalf.

## Finsbury Green

Finsbury Green are NSW Health's mandated supplier for Print Management and Promotional products. The supplier provides design and print management services on an adhoc basis and manages the customisation of NSW Health print requirements, from design and production through to fulfilment, warehousing, and inventory management. Finsbury Green print all SNSWLHD clinical forms, brochures, labels, appointment cards & business cards.

All Local Health District forms are endorsed by the SNSWLHD Forms Committee. State forms are endorsed by the NSW Health State Forms Committee prior to being added to the Finsbury Green catalogue.

If you would like to have a new document catalogued or an existing document amended, please reach out to [SNSWLHD-Procurement@health.nsw.gov.au](mailto:SNSWLHD-Procurement@health.nsw.gov.au).

Finsbury Green have their own online ordering [portal](#). Access can be requested by completing the [Finsbury Green User Registration](#) form and emailing to [SNSWLHD-Procurement@health.nsw.gov.au](mailto:SNSWLHD-Procurement@health.nsw.gov.au).

## SARA (Search And Request Anything) Online Request forms

Please log into SARA and enter a heading from the options below to locate the information or form you require:

### Promise Date

For goods that are ordered direct from a supplier, if the supplier notifies Health Share of a back-order order issue, this information is updated in the Promise Date screen in iProcurement. Please check the Promise Date before requesting an estimated time of arrival (ETA) for a supplier direct delivery. The Clinical Product Team provide a weekly update for items ordered from OneLink Warehouse, if you require an ETA for a OneLink item or a substitute product, please email: [SNSWLHD-ClinicalProducts@health.nsw.gov.au](mailto:SNSWLHD-ClinicalProducts@health.nsw.gov.au).

For a supplier direct order, if the Promise Date in iProcurement has passed, please use the SARA portal to log a request, Health Share will notify the vendor and then provide an update. This form can also be used if you require a copy of a Proof of Delivery (POD).

### Cancellation of Purchase Orders

The cancellation of approved requisitions and purchase orders is managed by Health Share Purchase team, please log a request via the [SARA](#) portal.

### Goods Delivery Discrepancy

Use this electronic form if you need to return stock to OneLink or a Supplier. There are several options to select from listed below. Goods Discrepancy forms need to be logged within 48hrs of receipt of the goods. Vendors will charge a re-stocking fee for return of goods ordered in error; freight charges apply for return of goods to OneLink.

- Received damaged stock
- Return expired or short dated stock
- Return an item ordered in error
- Received a product different to the item ordered
- Return part/all an item that was over-ordered
- Quantity of item shown on pick slip differs to the quantity received

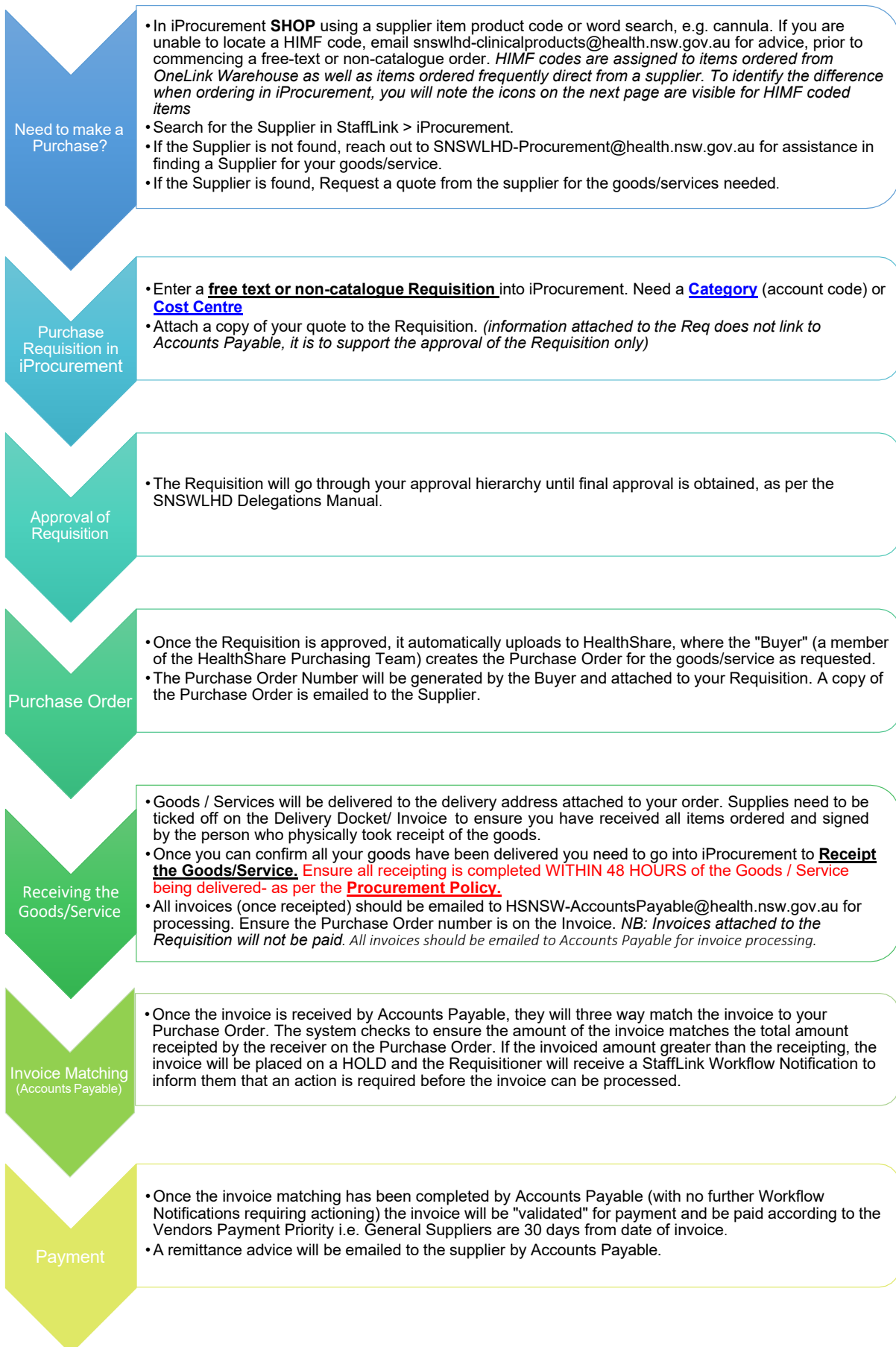
However, if the reason you need to return stock does not fit any of these categories above as it was due to a vendor error, select return an item ordered in error and provide full detail into the comments section.

## Internal Freight

SNSWLHD have an account for internal freight with FedEx (previously known as TNT).

If you require goods to be moved via Courier, you can access the FedEx site [here](#). SNSWLHD Account Number is 21904118. FedEx Can be contacted on 13 11 50.

## Requisition to Invoice Payment Workflow





## Clinical Product Management (CPM)

### Product Order Code Queries

If you need help to identify an item number in iProcurement, also known as a Health Information Master File (HIMF) code, there are support documents available from My Hub/Staff Services/Procurement and Supply Chain. Some items with a HIMF code come from OneLink Warehouse, and the remainder come direct from a supplier. If the item you wish to order does not have a HIMF code assigned please email [SNSWLHD-ClinicalProducts@health.nsw.gov.au](mailto:SNSWLHD-ClinicalProducts@health.nsw.gov.au) for assistance.

My Hub Reference documents:

- OneLink Warehouse iProcurement Codes
- Supplier Direct iProcurement Codes
- R12 Catalogue iProcurement Codes

To visually identify the difference when entering the HIMF/item code into iProcurement, the description field will include one of the icons below:



OneLink Warehouse



Supplier Direct

### Request to Trials

If you have seen a new product that you would like to trial, please complete *Request for Product or Equipment Evaluation Form* located on My Hub/Staff Services/Procurement and Supply Chain. Following receipt of this form Clinical products will contact the vendor for supplier details. Review includes assessment of requested item against current item in use, as well as TGA and NSW Contract compliance before trial can be progressed. For trial requests including equipment, these will be managed with Biomedical where appropriate, funding must be identified before capital equipment trials are approved to progress. Trialing of any medical device or equipment that amounts to a new technology, therapy or service in the Local Health District or a facility in the Local Health District first requires the approval of the Executive Director of Medical Services (EDMS) of SNSWLHD.

Sites may be asked to pay for clinical consumables used during a trial particularly if comparing items from multiple vendors, this is to remove bias if one supplier provides a greater amount of stock than a competitor. Evaluation forms are required to be completed as part of the trial process before new items are catalogued and approved for the LHD, this form will be provided when a trial is approved to commence.

### Product Complaints

Product Complaint Form is located at My Hub/Staff Services/Procurement and Supply Chain. Please download, complete and email to Clinical Products. Sites are to retain the faulty product and packaging, even if contaminated, until Clinical Products have confirmed action to be taken with the vendor. If you are also completing an IMS+, please include the brand, size, and supplier item code of the item where applicable to assist with correct product identification if additional investigation is required.

### Therapeutic Goods Administration (TGA) support

Clinical Products provides advice to support SNSWLHD Quality Safety and Patient Experience Directorate in managing TGA notifications. If you have a product failure that you believe warrants TGA notification, please begin this process by lodging a product complaint with the Clinical Products team [SNSWLHD-Clinical.Products@health.nsw.gov.au](mailto:SNSWLHD-Clinical.Products@health.nsw.gov.au), in addition to an incident report.

## **Restricted Financial Asset (RFA) *formally Special Purpose & Trust***

Contact SNSWLHD Biomedical Services before progressing any product or equipment purchase utilising RFA funds or accepting any patient monitoring equipment donated by the hospital auxiliary or a local organisational branch e.g., Rotary or Lions Club, Humpty Dumpty Foundation.

Clinical Products must be contacted before progressing any other equipment purchase utilising RFA funds or accepting any equipment donated from hospital Auxiliary or a local organisational branch.

The purchased or donated product or equipment must meet the LHD requirement for NSW Contract compliance, be aligned with the current fleet of equipment in use and be able to be serviced and/or maintained by Biomedical and/or Asset Management as applicable. Funding sources independent of NSW Health do not exempt a facility from compliance with NSW policies and contracts.

## **Company Representatives**

It is recognised that Company Representatives perform a valuable function for LHD staff through the support of medical devices, education, and dissemination of updates in research and technology. However, SNSWLHD staff are not obligated to meet with a company representative at any time and not if there has been no formal appointment made prior to the representative arriving at site.

Company Representatives are not to leave sterile sample stock at site unless prior approval has been provided by SNSWLHD Clinical Products.

If staff are receiving unsolicited calls from company representative, please notify Clinical Products to advise and ask the company representative to contact the LHD via email at [SNSWLHD-ClinicalProducts@health.nsw.gov.au](mailto:SNSWLHD-ClinicalProducts@health.nsw.gov.au).

## Tenders and Contracts

All Procurements over \$30,000 (over the lifetime of the agreement) must be reviewed by the SNSWLHD Contracts Governance team prior to commencing procurement activities, please email [snswlhd-tenders.contracts@health.nsw.gov.au](mailto:snswlhd-tenders.contracts@health.nsw.gov.au).

### Contract Governance

SNSWLHD Contracts and Tenders team supports activities related to contract management. Effective contract compliance is vital to ensure that all parties effectively and efficiently meet their commitments and obligations.

The Directorates/Facilities within SNSWLHD are the owners of the contract and responsible for the Operational Contract Management. Contract management issues that cannot be resolved locally by the contract owner can be escalated to the Contracts and Tenders team.

The Contracts and Tender team can assist you with access to Whole of Health and local contracts registered in PROcure and provide guidance on governance, compliance, and usage. Whole of Government contracts and Scheme frameworks can be found on buy.nsw which also includes the prerequisite rules that must be followed, requirements and guidelines (e.g., mandated) for access.

### Tenders & Request for Quote (RFQ) processes

Use of eTendering to request quotes from prequalified suppliers is mandated for procurements above \$30,000 for all NSW Health Agencies. SNSWLHD Contracts team have access to the system and will support you with the requirements of Procurements above \$30,000.

Please email [snswlhd-tenders.contracts@health.nsw.gov.au](mailto:snswlhd-tenders.contracts@health.nsw.gov.au)

- **eTendering** is a web based tender management system that delivers a standardised single-entry point for government organisations & Suppliers to advertise / respond to NSW government tenders. Use of eTendering to publish tenders to the market is mandatory, this also applies when using an existing prequalification scheme

The Contracts and Tenders team are available to support you through the Tender process including, planning, market approach, evaluation, and negotiations prior to contract execution which may require the involvement of a legal representative.

### PROcure

- PROcure is the Procurement and Contract Lifecycle Management System, mandated for NSW Health. It is a workflow system used for managing procurement processes and ongoing contract management excluding maintenance agreements & Property leases which are managed by Asset management and sit within Asset and Facilities Management Online (AFMO). The SNSWLHD Contract team enter all agreements into PROcure following contract award. PROcure is the LHD's centralised electronic database (contracts register) for service level agreements, Memorandums of Understanding, Deeds of Agreement etc.

### Purchasing Matrix

Where no existing Contract in place*	Steps (as per PD2022_020) <small>*Monetary thresholds are totals that cover the lifetime of the agreement (including options, extensions, fees, commissions, interest, rebates etc.) Please note: One requisition must be submitted for the total value of the procurement, no order splitting to bypass purchasing matrix or delegation hierarchy is accepted. For further clarification please email <a href="mailto:snswlhd-procurement@health.nsw.gov.au">snswlhd-procurement@health.nsw.gov.au</a></small>
Less than \$10,000	No written quote required No formal contract required Purchase Order raised or PCard payment processed.
\$10,000 to \$30,000	Obtain one written quote. Obtain at least a single written quotation for Prequalification Scheme & Direct to Market Formal contract if required Purchased order raised
Greater than \$30,000	Contact <a href="mailto:SNSWLHD-Tenders.Contracts@health.nsw.gov.au">SNSWLHD-Tenders.Contracts@health.nsw.gov.au</a> .

## Government Information Public Access (GIPA)

From 1 July, 2010. The Government Information Public Access Act 2009 (GIPA Act) came into force replacing the former Freedom of Information Act 1989. The GIPA Act required all Government agencies to disclose certain information relating to government contracts with the private sector, valued at \$150,000 inclusive of GST (or \$136,363.64 exclusive of GST) or more. For further information see [PD2018\\_021](#) or contact your Tenders and Contracts Team via email, [snswhd-tenders.contracts@health.nsw.gov.au](mailto:snswhd-tenders.contracts@health.nsw.gov.au).



## Procurement-connected Policy EXEMPTIONS and Preferences

For further assistance purchasing under this policy please contact [snswlhd-tenders.contracts@health.nsw.gov.au](mailto:snswlhd-tenders.contracts@health.nsw.gov.au).

The NSW Government [Procurement Policy Framework](#) makes provisions for procurement-connected policy exemptions and preferences.

These include policy exemptions and preferences for:

EXEMPTION	MONETARY VALUE	* One written quote required. All Procurements must meet applicable quality, safety, security, and regulatory requirements. Obtain approval from financial and contracting delegate as per SNSWLHD Delegations manual.
<a href="#">Aboriginal/Torres Strait Islander</a> businesses	Up to \$250,000	If Monetary value exceeds threshold each individual procurement would be assessed on a case-by-case basis.
<a href="#">Small or Medium enterprise and Regional</a> suppliers	Up to \$150,000	If Monetary value exceeds threshold each individual procurement would be assessed on a case-by-case basis.
ICT / Digital small or medium enterprises	Up to \$250,000	NSW Health agencies must also use the ICT Purchasing Framework. Please contact <a href="mailto:MLHD-SNSWLHD-ICTProcurement@health.nsw.gov.au">MLHD-SNSWLHD-ICTProcurement@health.nsw.gov.au</a>
<a href="#">Australian Disability enterprises</a>	Up to \$250,000	Procurements greater than \$250,000 for Australian Disability enterprises, NSW Health agencies must obtain approval by the NSW Health Chief Procurement Officer to use this exemption. Please contact <a href="mailto:SNSWLHD-Tenders.Contracts@health.nsw.gov.au">SNSWLHD-Tenders.Contracts@health.nsw.gov.au</a> .

## SNSWLHD DELEGATIONS OF AUTHORITY MANUAL

SNSWLHD Delegation hierarchies are entered into the three Procurement systems as per [SNSWLHD Delegations Manual](#).

The Human Resources and Finance functions of StaffLink do not interact. Please email position changes through to [snswlhd-procurement@health.nsw.gov.au](mailto:snswlhd-procurement@health.nsw.gov.au) so we can manually update the hierarchies to reflect.

- Monetary Delegations for approving Procurements, (Section 1.1 – 1.9) of SNSWLHD Delegations of Authority Manual
- Delegations for signing Formal agreements (Section 1.9 – 1.11) of SNSWLHD Delegations of Authority Manual

Multiple requisitions must not be submitted for the purpose of avoiding delegation hierarchy to cover a purchase. This includes splitting of goods or services including weekly stores. All requisitions must be approved in full as per SNSWLHD Delegations of Authority Manual.

### Conflicts of Interest (COI)

A conflict of interest can arise where a staff member could be influenced or perceived to be influenced, by a competing interest when carrying out their public duty. Competing interests may arise through personal or private interests and relationships or separate professional interests and relationships.

The intent of declaring any COI is to mitigate any possible ICAC investigations and to protect YOU as the employee – having a conflict of interest is not necessarily a problem, it is how it is managed and dealt with that is important and it cannot be managed if not declared. All actual, perceived, or potential conflict of interests, both pecuniary (financial in nature) and non-pecuniary (non-financial in nature) must be flagged with the Procurement team, by the staff member requesting the addition of the supplier to the SNSWLHD Purchasing platform. All disclosures will be treated as confidential wherever possible. The COI must also be registered on the SNSWLHD Conflicts of Interest Database and appropriately managed.

**For any further information or support on COIs please contact the Governance, Risk and Audit team.**

### Modern Slavery

From 1 January 2022, amendments to the *Public Works and Procurement Act 1912* require that NSW Government agencies and other entities must take reasonable steps to ensure that the goods and services they procure are not the product of modern slavery.

## Policy Table

POLICY TABLE			
	System	NSWH or myHub	Policy
NSW Health Procurement Policy		<a href="#">myHub</a>	<a href="#">PS2022_020</a>
Purchases under \$250,000	iProcurement	<a href="#">myHub</a>	<a href="#">PS2022_020</a>
Purchases over \$250,000	iProcurement	<a href="#">myHub</a>	<a href="#">PS2022_020</a>
Purchases under \$10,000	PCard		<a href="#">PD2022_038</a>
Stationery, Office Equipment, and furniture inc. Headsets	Winc	<a href="#">myHub</a>	
Conflict of Interest and Gifts and Benefits		<a href="#">myHub</a>	<a href="#">PD2015_045</a>
Freight	FedEx	<a href="#">Direct</a>	
Personal Expenses (reimbursements)	iExpenses (within StaffLink)	<a href="#">myHub</a>	<a href="#">PD2019_015</a>
Printing and Promotional Products inc. business cards, forms, and brochures	Finsbury Green	<a href="#">myHub</a>	