Murrumbidgee LHD Procurement Guide

May 2023

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Introduction & Overview

MLHD 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 – MLHD-StrategicProcurement@health.nsw.gov.au

Phone – Procurement Controls Officer – 02-5943 2132

- Systems support including delegation changed for Stafflink, Winc and Toll Stream

- 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 – MLHD-StrategicProcurement@health.nsw.gov.au

Phone – Clinical Products Manager – 0477 033 530

- 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 SP&T Purchases

- Catalogue and Inventory management

Contracts & Tendering

Email – MLHD-StrategicProcurement@health.nsw.gov.au

Phone – Contracts Officer – 02-5943 2154

- 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 MLHD Directorates/Facilities with preparing an approval brief & contract summary.

- Management of Procure (Contracts register for MLHD).

Procurements outside our team

- **ICT equipment and Telecommunications -** 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.

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

MLHD 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

MLHD 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 MLHD-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 MLHD-StrategicProcurement@health.nsw.gov.au or complete relevant SARA request.

Education and training

All new requisitioners requesting access to MLHD 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.

Learning Pathway
iProcurement
Date Enrolled 29-Jun-20
[Unenrol]
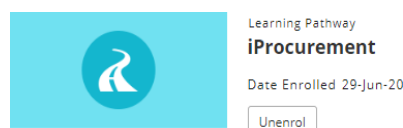
Stafflink Guides and Tutorials

You can access Guides and tutorials by visiting the HealthShare Intranet page.

Accounts Payable / Creditors

MLHD Procurement team are responsible for all Accounts Payable queries.
Please email MLHD-StrategicProcurement@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.

MLHD 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 MLHD-StrategicProcurement@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 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 manger. 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.

Toll Stream Solutions

Toll Stream Solutions is 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. Stream print all MLHD clinical forms, brochures, labels, appointment cards & business cards.

All local forms are endorsed by the MLHD Forms Committee & state forms are endorsed by the NSW Health State Forms Committee prior to being added to the catalogue.

Stream have an online ordering portal, all printed matter is ordered through the Stream Portal. Access to the Toll Stream platform can be requested here.

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: MLHD-StrategicProcurement@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

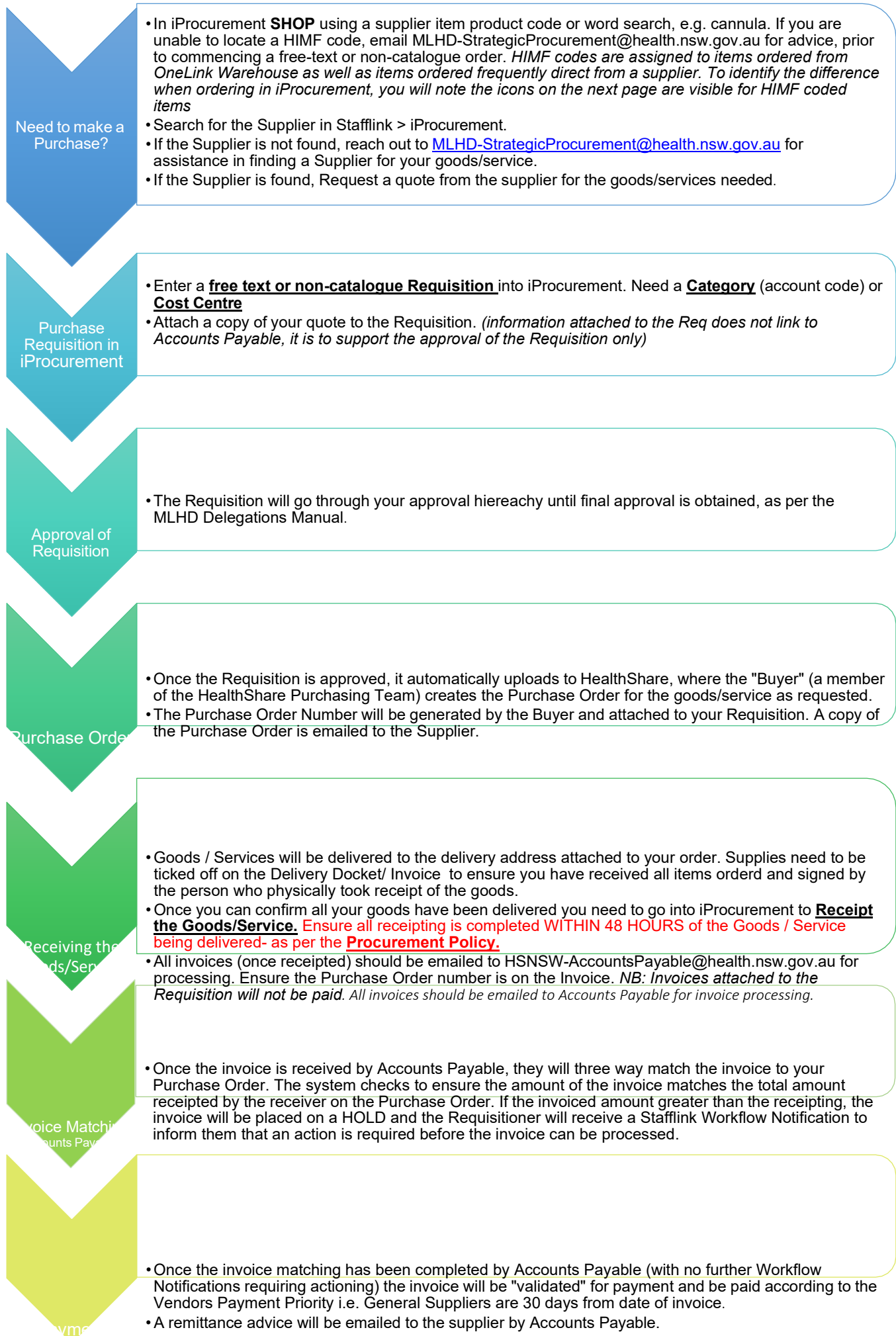However, if the reason you need to return stock does not fit any of these categories above as it was due to a vendor error, select return an item ordered in error and provide full detail into the comments section.

Internal Freight

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

If you require goods to be moved via Courier, MLHD Account Number is **21904127**. FedEx Can be contacted on 13 11 50.

Requisition to Invoice Payment Workflow

Need to make a Purchase?

- In iProcurement **SHOP** using a supplier item product code or word search, e.g. cannula. If you are unable to locate a HIMF code, email MLHD-StrategicProcurement@health.nsw.gov.au for advice, prior to commencing a free-text or non-catalogue order. *HIMF codes are assigned to items ordered from OneLink Warehouse as well as items ordered frequently direct from a supplier. To identify the difference when ordering in iProcurement, you will note the icons on the next page are visible for HIMF coded items*
- Search for the Supplier in Stafflink > iProcurement.
- If the Supplier is not found, reach out to MLHD-StrategicProcurement@health.nsw.gov.au for assistance in finding a Supplier for your goods/service.
- If the Supplier is found, Request a quote from the supplier for the goods/services needed.

Purchase Requisition in iProcurement

- Enter a **free text or non-catalogue Requisition** into iProcurement. Need a **Category** (account code) or **Cost Centre**
- Attach a copy of your quote to the Requisition. *(information attached to the Req does not link to Accounts Payable, it is to support the approval of the Requisition only)*

Approval of Requisition

- The Requisition will go through your approval hiereachy until final approval is obtained, as per the MLHD Delegations Manual.

Purchase Order

- Once the Requisition is approved, it automatically uploads to HealthShare, where the "Buyer" (a member of the HealthShare Purchasing Team) creates the Purchase Order for the goods/service as requested.
- The Purchase Order Number will be generated by the Buyer and attached to your Requisition. A copy of the Purchase Order is emailed to the Supplier.

Receiving the Goods/Services

- Goods / Services will be delivered to the delivery address attached to your order. Supplies need to be ticked off on the Delivery Docket/ Invoice to ensure you have received all items orderd and signed by the person who physically took receipt of the goods.
- Once you can confirm all your goods have been delivered you need to go into iProcurement to **Receipt the Goods/Service.** Ensure all receipting is completed WITHIN 48 HOURS of the Goods / Service being delivered- as per the **Procurement Policy.**
- All invoices (once receipted) should be emailed to HSNSW-AccountsPayable@health.nsw.gov.au for processing. Ensure the Purchase Order number is on the Invoice. *NB: Invoices attached to the Requisition will not be paid. All invoices should be emailed to Accounts Payable for invoice processing.*

Invoice Matching Accounts Payable

- Once the invoice is received by Accounts Payable, they will three way match the invoice to your Purchase Order. The system checks to ensure the amount of the invoice matches the total amount receipted by the receiver on the Purchase Order. If the invoiced amount greater than the receipting, the invoice will be placed on a HOLD and the Requisitioner will receive a Stafflink Workflow Notification to inform them that an action is required before the invoice can be processed.

Payment

- Once the invoice matching has been completed by Accounts Payable (with no further Workflow Notifications requiring actioning) the invoice will be "validated" for payment and be paid according to the Vendors Payment Priority i.e. General Suppliers are 30 days from date of invoice.
- A remittance advice will be emailed to the supplier by Accounts Payable.

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 MLHD-StrategicProcurement@health.nsw.gov.au for assistance

My Hub Reference documents:

- OneLink Warehouse iProcurement Codes
- Supplier Direct 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.

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 complete and email to Clinical Products. Sites 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 MLHD Quality Safety and Patient Experience Directorate in managing TGA notifications.

Restricted Financial Asset (RFA)

Contact MLHD Biomedical Services before progressing any product or equipment purchase utilising SP&T 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.
Contact Clinical Products before progressing any other equipment purchase utilising SP&T 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, MLHD 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 to be onboarded by MLHD Clinical Products Manager and Manager of Strategic Procurement and must comply with MLHD Supplier Rep Policy prior to making appointments with other staff within MLHD.

If staff are receiving unsolicited calls from company representative, please notify Clinical Products or Manager – Strategic Procurement to advise and ask the company representative to contact the LHD via email at MLHD-StrategicProcurement@health.nsw.gov.au

Tenders and Contracts

All Procurements over $30,000 (over the lifetime of the agreement) must be reviewed by the MLHD Contracts Governance team prior to commencing procurement activities, please email MLHD-StrategicProcurement@health.nsw.gov.au

Contract Governance

MLHD 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 MLHD 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 for assistance and support.

The Contracts and Tender team can assist you with access to Whole of Health and local contracts registered in PORTT Discover and provide guidance on governance, compliance, and usage.
Whole of Government contracts and Scheme frameworks can be found on www.buy.nsw.gov.au which also includes the perquisite 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. MLHD Contracts team have access to the system and will support you with the requirements of Procurements above $30,000.
Please email MLHD-StrategicProcurement@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.

PORTT Discover

- PORTT Discover 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 MLHD Contract team enter all agreements above $30,000 into PORTT following contract award.
PORTT is the LHD's centralised electronic database (contracts register) for service level agreements, Memorandums of Understanding, Deeds of Agreement etc. PORTT may also be used for storage of agreements under the $30,000 in value however this is not mandated.

Purchasing Matrix

Where no existing Contract in place*	Steps (as per PD2022_020) *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 MLHD-StrategicProcurement@health.nsw.gov.au
Less than $5,000	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 MLHD-StrategicProcurement@health.nsw.gov.au

Procurement-connected Policy EXEMPTIONS and Preferences

For further assistance purchasing under this policy please contact MLHD-StrategicProcurement@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 MLHD Delegations manual.
Aboriginal/Torres Strait Islander businesses	Up to $250,000	If Monetary value exceeds threshold each individual procurement would be assessed on a case-by-case basis.
Small or Medium enterprise and Regional 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 MLHD-SNSWLHD-ICTProcurement@health.nsw.gov.au
Australian Disability enterprises	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 MLHD-StrategicProcurement@health.nsw.gov.au

MLHD DELEGATIONS OF AUTHORITY MANUAL

MLHD Delegation hierarchies are entered into the three Procurement systems as per MLHD Delegations Manual.

The Human Resources and Finance functions of Stafflink do not interact. Please email position changes through to MLHD-StrategicProcurement@health.nsw.gov.au so we can manually update the hierarchies to reflect.

• Monetary Delegations for approving Procurements, (Section 1.1 – 1.9) of MLHD Delegations of Authority Manual

• Delegations for signing Formal agreements (Section 1.9 – 1.11) of MLHD 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 MLHD 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 MLHD Purchasing platform. All disclosures will be treated as confidential wherever possible. The COI must also be registered on the MLHD 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 & ESG.

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.

If you require any further information with relation to NSW Health ESG (Environmental Social Governance) procurement guidelines, please contact MLHD-StrategicProcurement@health.nsw.gov.au.

Policy Table

POLICY TABLE			
	System	**NSWH or myHub**	**Policy**
NSW Health Procurement Policy		myHub	PS2022_020
Purchases under $250,000	iProcurement	myHub	PS2022_020
Purchases over $250,000	iProcurement	myHub	PS2022_020
Purchases under $10,000	PCard		PD2022_038
Stationery, Office Equipment, and furniture inc. Headsets	Winc	myHub	
Conflict of Interest		myHub	
Freight	FedEx	Direct	
Personal Expenses (reimbursements)	iExpenses (within Stafflink)	myHub	PD2019_015
Printing and Promotional Products inc. business cards, forms, and brochures	Toll Stream	myHub	