



**State
Contracts
Control Board**

Business Plan 2010-2013

VISION

NSW Government procurement of goods and services contributes to positive budgetary, economic, social and environmental outcomes.

ROLE

The State Contracts Control Board (SCCB) is responsible for arranging the supply of goods and services to NSW government agencies.

NSW Procurement (NSWP), a division of the Department of Services, Technology and Administration (DSTA), is the SCCB's operational arm.

VALUES

The SCCB acts with impartiality, integrity, conscientiousness and loyalty to the public interest.

It upholds the principles of:

- value for money
 - efficiency and effectiveness
 - probity and equity
 - fair and effective competition.
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GOAL 1: VALUE FOR MONEY

INTENDED OUTCOMES	PERFORMANCE INDICATORS AND TARGETS	MAJOR STRATEGIES
The NSW Government's Procurement Policy and related policies and codes of practice are the basis for all government procurement.	Major public sector expenditure categories are identified and segmented by December 2010. The number of purchases made using smartbuy® - NSW's electronic purchasing system - increases 10-15% by 2013.	SCCB will work with NSW Treasury to review the NSW Government Procurement Policy (2004) and its related compliance mechanisms. Based on this review they will recommend a clear, simple and comprehensive policy framework. SCCB will seek comprehensive and defensible market intelligence on major expenditure categories across government.
SCCB's state-wide procurement planning assists NSW and government agencies in their procurement planning and activities.	SCCB's first State Procurement Plan is completed by 2012.	SCCB will identify NSW Government procurement requirements and release its first State Procurement Plan.
Government agencies' procurement plans enable them to gain better value for money from their procurements.	Priority government agencies complete their procurement plans by January 2012. Contract 'leakage' - through off-contact purchases - is reduced by 90-95%.	SCCB and NSW Treasury will update NSW Government Procurement Guidelines, Procurement Planning (December 2006). The revised procurement planning guidelines will require government agencies to submit more detailed annual procurement plans.
Goods and services procured by government agencies meet their defined requirements.	SCCB audit results indicate that 100% of government agencies' individual procurements comply with NSW Government procurement policies and procedures.	SCCB will undertake a program of post-contract reviews to learn from the contracts' performance.

GOAL 2: STRONG GOVERNANCE

INTENDED OUTCOMES	PERFORMANCE INDICATORS AND TARGETS	MAJOR STRATEGIES
SCCB exercises overarching responsibility for the NSW Government's: <ol style="list-style-type: none"> total goods and services expenditure major category expenditure, and high-value/high-risk expenditure. 	NSWP's business practices are aligned with the SCCB Business Plan and performance management framework by January 2011.	SCCB will seek amendments to the Public Sector Employment and Management Act 2002 and Public Sector Management (Goods & Services) Regulation 2000 to clarify SCCB functions and powers. SCCB will develop its performance management framework - linking its vision, objectives, strategies, key result areas and performance indicators. This management framework will guide NSWP. NSWP will be responsible for decision-making in regard to the transactional aspects of procurement. This arrangement will allow SCCB to focus on policy and strategic matters.
NSWP provides timely and accurate information management and reporting that allows SCCB to undertake its planning and advisory functions.	Reporting on performance indicators is undertaken by NSWP in accordance with the reporting regime. Data is 95-98% accurate and reliable.	NSWP will review the processes that control the coverage, accuracy and integrity of the data and information that is used to guide SCCB decisions. NSWP will collaborate with government agencies to develop and implement programs for sharing knowledge about procurement.
SCCB uses an Enterprise Risk Management Framework to assess and mitigate risks and opportunities associated with NSW Government procurement.	The SCCB's risk and opportunity management framework is developed and implemented by December 2010. SCCB policies and procedures mitigate identified risks by June 2011.	SCCB and NSWP will develop a joint framework for risk and opportunity management.
Working with NSW Treasury, SCCB makes its policies and decision-making processes available to government agencies and suppliers.	NSWP's e-tendering website is maintained so that the information it provides is 95-100% accurate, timely and relevant. SCCB and NSWP policies, procedures and delegations are accurate, timely and relevant and are available on the NSWP website by December 2011.	SCCB will establish a proactive and responsive client and supplier engagement strategy. In collaboration with NSW Treasury and NSWP, SCCB will undertake a sector-wide information and education campaign about government procurement.

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GOAL 3: GOOD SYSTEMS, PROCESSES AND PEOPLE

INTENDED OUTCOMES	PERFORMANCE INDICATORS AND TARGETS	MAJOR STRATEGIES
Government agencies with significant tendering and contracting requirements have the procurement capabilities (skills and experience) to deliver their current and future needs.	<p>A skills capability survey of government agencies is developed and completed by December 2010.</p> <p>A sector-wide analysis and assessment of gaps in procurement capability is completed by June 2011.</p> <p>Based on this gap assessment, options for training programs are developed by December 2011.</p>	<p>SCCB will review procurement capabilities across government agencies and investigate programs for fostering better use of these procurement capabilities.</p> <p>SCCB will commission a review of government procurement training, development and education.</p> <p>A forum for NSW Government's chief procurement officers is instituted and reporting to SCCB by February 2011.</p>
Government agencies' accreditation (to undertake their own procurements) is based on rigorous assessments and periodic reviews of their procurement capabilities.	<p>SCCB's revised Agency Accreditation Program is approved by December 2010.</p> <p>Audit results indicate 95-100% compliance with SCCB policies, procedures and accreditation conditions.</p>	<p>SCCB will review the agency accreditation process, including the periodic review requirements.</p> <p>SCCB will undertake rolling performance audits of accredited government agencies.</p>
NSWP is staffed with procurement professionals who have the appropriate skills, training and authority to perform their jobs.	<p>The NSWP staffing and capability plan is developed by January 2011.</p> <p>Staff development actions are implemented by June 2011.</p>	<p>DSTA will implement the SCCB-supported restructure of NSWP.</p> <p>DSTA will develop a three- to five-year procurement staffing and capability plan for NSWP.</p>
NSWP successfully uses the best practice end-to-end procurement operating model recommended in the Review of NSW Procurement (2010).	<p>Individual procurement cycles are achieved within planned timeframes.</p> <p>Where procurement cycles extend outside planned timeframes, the time extension is less than 10%.</p>	<p>NSWP will report regularly to the SCCB using a range of reporting tools.</p> <p>NSWP will report quarterly to SCCB against key performance indicators.</p>

GOAL 4: MAKING IT EASY TO DO BUSINESS

INTENDED OUTCOMES	PERFORMANCE INDICATORS AND TARGETS	MAJOR STRATEGIES
SCCB's commercial and contractual frameworks are efficient, effective and economic for government agencies and suppliers.	NSWP undertakes regular client and supplier satisfaction surveys, and the surveys reveal a satisfaction rating of 85-100%.	<p>NSWP will provide SCCB with work process maps, including improved work flows and business rules.</p> <p>NSWP will develop and use more commercially responsive contract documentation.</p>
Government agencies, suppliers and the NSW community understand how to access and do business with government.	NSWP's client charter and protocols are established by March 2011.	NSWP will provide SCCB with simple, clear, comprehensive and robust frameworks for client and supplier engagement.
Government agencies and industry are willing to identify and share information about opportunities for improving procurement practices.	<p>Mechanisms (e.g. industry forums) and protocols encouraging industry and government agencies to provide feedback on procurement practices are implemented by October 2010.</p> <p>The number of formal complaints about procurement performance received from clients, suppliers and other government agencies is reduced. 100% of complaints are resolved within the specified timeframe.</p>	NSWP will advise SCCB on implementing management processes that will ensure consistent and appropriate investigation and resolution of suppliers' issues and complaints.



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CONTACT

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FURTHER INFORMATION

For information on NSW Government procurement,
please go to: www.nswprocurement.com.au.

For information on buying from State Contracts, please
contact NSW Procurement Client Support Centre on
1800 NSW BUY (1800 679 289) or go to www.nswbuy.com.au