

ORV PROCUREMENT SUB-COMMITTEE COMMUNICATION TO ORV RESIDENTS AND OWNERS

The ORV Board approved the Procurement Way of Working (WoW) procedure that is implemented with immediate effect for all procurement at ORV.

A copy of the detailed document is available from the ORV admin office and will be put on the notice board for residents interested in the detail.

The detailed WoW document contains a flow diagram indicating time allowed for each step. The total process for each major contract will take 77 work days to ensure proper attention to detail.

The Procurement Sub-Committee will at the start of each contract RFQ Process send out a time schedule for the respective contract so that residents and owners can be aware of the process and contribute as per the WoW document.

Below are some of the key aspects of the Procurement WoW.

PROCUREMENT WAY OF WORKING PROCEDURE

This document reflects the Way of Working of the Procurement Sub-Committee as required by the **OLIVEDALE RETIREMENT VILLAGE BOARD**. It describes the way procurement activities will be executed and is binding on all role players involved in procurement activities, including personnel of the Managing Agent and Olivedale Retirement Village sub-committees looking after specific activities.

SUMMARY

The Procurement Sub-Committee will consist of the permanent Procurement Sub-Committee Members and extended members that will attend meetings, dependent on the contract under consideration. The chairperson of the respective sub-committee responsible for an ORV service will be an extended member ex-officio for the duration of that contract being discussed.

A further four to six residents from ORV need to be identified to serve on the bid evaluation panel that will be formed for each contract, representing the residents in the process of selecting a service provider for the specific service. They will come from the normal members of the respective sub-committee and other residents selected for this role. They are referred to as the **bid evaluation panel**.

The way of working endeavours to ensure a transparent and fair process that ensure the needs of Olivedale Retirement Village (ORV) are best served and that service providers are provided equitable access to information to compete for the business in a fair process.

The role of the Procurement Sub-Committee is to be an independent guardian of the process on behalf of the ORV Board. To ensure the independence of the Procurement Sub-Committee, Procurement Sub-Committee members cannot participate in compiling the bid

evaluation score sheet, or participate in negotiations. For the same reason the extended members do not have voting rights on the Procurement Sub-Committee.

The document also aims to provide a defensible way of working that can stand the test of being challenged by owners, residents or service providers.

Providing available information to all competing service providers at the same time and refraining from individual discussions while in a bidding process, is regarded as an important aspect.

Social interaction and gifts, although it might be regarded as of an advertising nature should be avoided during a bidding process, as well as any other interaction that might be regarded as undue influencing of the process. Extensive preventative measures are preferred above the handling of accusations.

To ensure the interest of residents and owners are served well in the bidding process, there are two important milestones in the Procurement WoW process – the compiling of ORV requirements per service before we go out on Request for Quotation(RFQ) and again in the bid evaluation process.

It is the responsibility of the respective Sub-Committee chairperson to ensure an open and inclusive process is followed to compile requirements and to get nominations and select members of the bid evaluation committees. Care need to be taken by the Sub-Committee chairperson to ensure all inputs to requirements are gathered and considered. The Sub-committee chairperson need to ensure the bid evaluation panel members are representative of the ORV residents and owners and have knowledge and expertise to properly evaluate the respective quotations.

All relevant documents and communication, including e-mails must be kept for 5 years and archived in a safe way that will ensure future access when required.

ORV will in future implement a formal performance management process that will facilitate structured performance evaluation of service providers and formal feedback at agreed intervals. Lack of acceptable performance can lead to termination of contract after the structured process has been followed. The Procurement Sub-Committee will be the custodian of the Performance Management process.

Kind Regards

Tracy-Lynne Daling

o.h.o. PROCUREMENT SUB-COMMITTEE

1 April 2017