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Purpose

This Procedure describes the requirements for procuring goods and services at the University.

Applicable governance instruments

Instrument	Section	Principles
<i>Procurement Policy</i>	All	All
<i>General Delegation Ordinance</i>	4 Delegation principles, 5 Profiles & 6 Expenditure delegations	4, 5, 6
<i>Sustainability Policy</i>	1 Sustainability	1.1, 1.2, 1.8
<i>Risk Management and Business Resilience Policy</i>	1 Risk Management	1.3, 1.5, 1.6
<i>Staff Agreement</i>	40 Allowances	40
<i>Modern Slavery Statement</i>	3 Supply Chain, Risks of Modern Slavery	All

Procedure

1. Introduction

The objectives of this procedure are to:

- provide clarity to staff on how to purchase goods and services
- ensure that process of procurement of goods and services aligns with University's Procurement Principles of value for money, transparency and integrity, sustainability, and good governance
- provide effective and efficient purchasing options for both the University and suppliers
- support purchasing decisions that align with our academic mission, improving the experience of students, academic and professional staff whilst being financially responsible.

This procedure applies to all procurement and purchasing of goods and services undertaken by members of the University Community, including:

- University Council members, staff, Higher Degree by Research (HDR) students and other third parties acting on behalf of the University; and
- all University budget centres, including Institutes, Centres, Colleges, Divisions and University controlled and associated entities.

This procedure does not apply to:

- Real property and leasing, including statutory payments such as land tax.
- Professional Memberships and Accreditation fees where it is a requirement of a role (managed by People & Wellbeing) or for the school/department.
- Commission payments consistent with the negotiated contracts for student recruitment.
- Payment to another party for goods or services procured in accordance with a research grant or collaborative agreement (for example payment to another university or government agency). Responsible teams should refer to the guidance provided in this procedure for the process of sourcing, negotiating, and procuring in the development of grant applications and research agreements that require the procurement of goods and services to fulfil the research outcomes. For example; if the research requires the purchase or hire of specific goods or services the research team should follow Table 1 - Spend Thresholds before committing to a supplier as part of the funding or agreement.

2. Internal Sourcing

Before any goods or services are sourced externally, the purchaser should first investigate whether the supply can be met from internal University sources (including the University's reuse program). If there is an internally sourced option available, the Finance team can assist the purchaser and provide advice on internal charging options and journaling for cost recovery if required.

3. External Sourcing

Where the required good or service cannot be supplied internally, it should then be sourced externally either as follows:

a) University Preferred Suppliers

The University's first preference for external sourcing is to use a supplier from the University's list of preferred suppliers (available on the Procurement intranet site). The University has selected preferred suppliers (singular and panels of suppliers) through a formal procurement process. These preferred suppliers are established under University-wide contracts and should be leveraged wherever possible.

b) *Open Market*

This is the University's second preference for external sourcing. Purchasers may engage with the supplier/s directly to negotiate individual procurement arrangements following the process defined in the Spend Thresholds (Table 1).

4. Purchasing Methods, Pre-Approval and Spend Thresholds

4.1. Purchasing Methods

All purchases made by the University must be by way of a purchase order or a University credit card. The appropriate purchase method depends on the value of the spend (see Table 1 – Spend Thresholds below). Gift cards or vouchers are not to be used as a means for payment for other goods or services, except as a bursary style payment to assist students with minor travel costs (eg external meals that are not able to be charged back to the hotel).

4.2. Pre-approval to Purchase

Prior to committing to a purchase, all purchases, including credit card purchases and arrangements for on-loan or leasing of an asset, must be pre-approved by the budget centre delegate with the appropriate financial and risk delegation as per the *General Delegations Ordinance*. In providing pre-approval the delegate will consider whether budget is available for the purchase. Pre-approvals obtained through discussion do not need to be documented. The final approval confirmation will be made in the purchase order or credit card system.

4.3. Spend thresholds

The procurement process to be followed, including requirements for quotes, supporting documentation, legal contracts, and formal procurement plans, depends on the spend threshold of the purchase determined in accordance with Table 1 – Spend Thresholds below (subject to certain exceptions – see section 4.4).

Table 1 – Spend Thresholds

Spend Range	Procurement Contract and Purchasing Method	Market Engagement and Justification (decision process and documentation) required
\$0 - \$4,999	Purchase is to be made via an upfront purchase order or University credit card.	Optional (written or verbal) quote to be obtained from supplier. The justification (documented in the credit card coding or in the purchase requisition) is to include details of the purpose and how supplier was identified.
\$5,000-\$19,999	Purchase via an upfront purchase order is the preferred method. Purchase can also be made by University credit card in situations when the supplier is unable to accept purchase order.	Minimum one (1) written quote is required. The justification (documented in the credit card coding or in the purchase requisition) is to include a copy of all quotes and details of the purpose and how supplier was identified.
\$20,000 - \$199,999	Purchase via an upfront purchase order. A contract may also be required for purchases which require a more detailed scope to manage supplier performance or aspects of higher risk. Refer to	Minimum of three (3) written quotes are required to evidence value for money. The justification (documented in the credit card coding or in the purchase requisition) is to include copies of all quotes and a detailed explanation of purpose, and how suppliers were

	the Legal Services intranet page for contract document types.	identified and evaluated to select the successful supplier.
\$200,000 and over	Contact the Procurement team, who will lead procurement process with the stakeholder team (see section 8).	A strategic procurement plan, determining the competitive process (eg Request for Tender, Request for Proposal, Sole Source, Expression of Interest and Negotiation) and the approach to risk, probity, evaluation, negotiation, awarding, and endorsement will be developed by the Procurement team and stakeholders before engaging the market.

* The above amounts are exclusive of Goods and Services Tax (GST).

4.4. Exceptions

The exceptions to the procurement processes outlined in Table 1 are as follows:

a) *Singular Preferred Supplier University contract arrangement*

Where a singular preferred supplier University contract arrangement has been established through a Procurement team led process, the purchaser is not required to obtain additional quotes or tendering of the goods or service.

b) *Panel of University Preferred Suppliers with customised spend thresholds*

Where a panel of University preferred suppliers has been established through a Procurement team led process and the spend thresholds have been customised (based on risk and spend range) the agreed thresholds apply instead of the thresholds in Table 1. Any agreed thresholds will be documented in the Tender Recommendation Report and published in the Preferred Suppliers section on the [Procurement Staff Intranet page](#).

c) *Sole Source (includes Direct Negotiations)*

In certain circumstances goods and services may need to be directly procured from a supplier without obtaining competitive quotes or proposals, for example where the supplier has a monopoly or where proprietary replacement parts are needed for a specific device outside of warranty supply. The purchaser will engage with the Procurement team to discuss and develop the strategy. The Procurement team will collaborate with the purchaser to evaluate the market, consider risk, develop the procurement and negotiation approach. The appropriate budget centre delegate will also be involved in this process. For higher value or higher risk transactions, a procurement plan will be developed in conjunction with the Procurement team (see section 8). The purchaser is asked to contact the Procurement team before approaching the supplier directly.

d) *Emergency procurement*

Procurement in response to an emergency or critical incident should, to the greatest extent possible, comply with the requirements of this procedure, including the procurement processes outlined in Table 1. If the purchaser or emergency response team require assistance with bespoke supply arrangements, the Procurement team will assist. Purchasers are asked to prepare and plan wherever possible to avoid creating the need for emergency purchasing.

5. Procurement Principles

The following principles apply to all procurement at the University, irrespective of value or purchasing method. They will guide the decision making throughout the procurement process and be incorporated into the procurement plan evaluation criteria where relevant.

5.1. Value for Money

All procurement decisions need to reflect value for money. Value for money does not necessarily mean purchasing the cheapest product or at its lowest price. In assessing value for money, the purchaser should consider:

- a) the quality of the good or service relative to price
- b) the fitness for the intended purpose
- c) the capability of fulfilling the University's requirements for a satisfactory timeframe
- d) the Total Cost of Ownership being the purchase price plus any other associated expenses or supplies for the life of the good or service. This may include delivery, installation, maintenance, ongoing licensing fees, reassignment for re-use, disassembly, removal, recycling, and disposal.

5.2. Sustainable and Social Procurement (includes Buying Local, supporting Indigenous Suppliers and considering Modern Slavery, Accessibility and Disability Equity)

Purchasers are asked to use every purchasing activity as an opportunity to generate sustainable and social value beyond the value of the goods and services being procured. The University's specialist teams can assist purchasers to evaluate and maximise the opportunities within procurement.

All Requests for Tender, Proposals or Quoting documentation should require suppliers to specifically detail in their quotes or submissions their approaches to sustainable and social procurement to address these important requirements.

a) *Sustainability*

In line with the University's strategic goals, the purchaser should aim to maximise the sustainability of the procurement (for example by selecting items that can be repaired and re-used instead of single use). For further information see the Sustainable Procurement Guide and information on the Procurement and Sustainability team intranet pages.

b) *Buying Local*

Purchasers are encouraged to buy local by actively approaching Tasmanian businesses for goods and services where possible.

c) *Accessibility and Disability Equity*

Purchasers should incorporate accessibility and disability equity from a universal design perspective when developing scopes for goods and services purchasing. Universal design is an approach that creates environments and infrastructure for use by all people by considering human diversity in disability, age, gender, culture from the start. Giving consideration of accessibility and disability equity from onset will deliver better results for our students and prevent additional retrospective change costs later. Proposed capital works should be referred to the Campus Services team for guidance in line with universal design principles. Standards for purchasers to consider are available through Standards Australia and are also available through the Procurement team. This will support the University to meet its obligations under the *Disability Discrimination Act (1992)* and the *Disability Standards for Education (DSE) 2005*. Procurement of goods or services should maximise opportunities for suppliers who employ people with disability in open employment arrangements at award wages. Purchasers should reach out to the Safety and Wellbeing team if they require further assistance.

d) *Indigenous Suppliers*

The University is committed to proactively engaging with existing and new Indigenous suppliers. Procurement planning and processes should maximise opportunities for economic participation by Tasmanian Aboriginal, Torres Strait Islander and Indigenous individuals, businesses, and communities as suppliers of our goods and services. Purchasers can search for identified suppliers using the word 'Indigenous' in the 'Supplier Name' field in PurchaseNow.

Further information about attracting and engaging with Indigenous suppliers (eg suitable payment terms and appropriately treating knowledge ownership in contract clauses) is available on the Procurement Staff Intranet page. Purchasers can also reach out to the Office of the Pro Vice-Chancellor Aboriginal Leadership for further support and advice.

e) *Social Responsibility (including the risk of modern slavery)*

Social responsibility should be considered in all procurement decisions, including human rights, ethical production processes, diversity, and other social impacts. Our social responsibility extends throughout the life for the purchase, including the eventual disposal method/s for the goods.

Purchasers should review all suppliers and the proposed goods and services being purchased to understand and reduce the risk of modern slavery (for further information on the University's approach see the [Modern Slavery Statement](#)).

f) *Wood Encouragement*

Purchasers should consider the benefits of using wood and wood products in purchasing and in procurement planning for capital and operational projects. Sustainably produced wood and wood products can reduce carbon emissions and should be considered where: it represents value for money, and it is appropriate for the application. For more information and assistance refer to The Centre for Sustainable Architecture with Wood [team](#).

5.3. Probity, Transparency, Equity and Accountability in Purchasing

All University purchasing must follow the principles of probity, transparency, and equity. This requires purchasers to exercise complete impartiality and good faith in all supplier dealings by:

- a) ensuring suppliers are:
 - i. treated fairly and equally
 - ii. provided with the same information at the same time
 - iii. provided with clear direction on what is required of them
 - iv. informed as to how their proposal will be evaluated
- b) avoiding inherent bias
- c) documenting all processes for dealing with suppliers
- d) ensuring any conflicts of interest are disclosed and effectively managed
- e) ensuring that a secure process is undertaken to ensure commercial confidentiality is maintained.

The principle of accountability in procurement requires that the University and purchasers be able to explain and retain a documented account of how the decision to procure was reached.

6. Preparing to go to Market (including preparation of the scope of goods and services required)

6.1. Scoping the need

The first step in the procurement process is for the purchaser to determine what the University business need is and prepare a written description of the goods or services required to meet that need. This applies to all research, capital, or operating purchases. Scopes can be incorporated into a product description on a purchase order, or as a separate statement of works or project brief for higher value or high-risk transactions (see section 6.2).

Scope should be developed with input from relevant stakeholders and the University's specialist teams as required including Legal, Procurement, Information Technology Services (IT Services), Campus Services, People and Wellbeing, Marketing, Finance and Sustainability.

Purchasers are asked to define the scope in a way that encourages open competition, allows for alternatives to be presented and removes the bias of brand.

The scope should include the following as relevant:

- a) clear description of the goods or service (including measurements such as size, timeframe, distances, or service expectations)
- b) measurable performance requirements and key performance indicators (including sustainable and social procurement requirements)
- c) obligations and responsibilities of both parties (what the University will do and what the supplier will do)
- d) identify whether the need is recurring or a one off
- e) intellectual property rights
- f) licencing
- g) warranties
- h) delivery method (including freight and customs)
- i) insurance cover
- j) payment terms (the University's preferred position is that payment is made after completion or delivery on 30 day terms from date of invoice. Any requests to vary (for example to comply with new Government legislation for a specific industry) should be discussed with the Procurement team)
- k) disposal or re-use potential for goods at end of use.

6.2. Statement of Works

For higher value or high-risk transactions, a Statement of Works (SOW) is required. A SOW describes the activities, deliverables, and timelines for the project. It can also include a project brief or the scope detailing technical requirements.

To design a SOW, the purchaser may need to engage with the market and potential suppliers at this early stage to identify value for money opportunities (such as potential solutions, costs, exclusions, and inclusions). This early market engagement does not create a formal commitment to any supplier.

6.3. Determining How to Approach the Market

The appropriate way to approach the market will be determined by the procurement processes outlined in Table 1 (and the exceptions in section 4.4). If purchasers have specific concerns about risk associated with a purchase, they should contact the Procurement team for assistance.

6.4. Additional Requirements for Specific Types of Expenditure

The following types of expenditure also require consultation with the relevant specialist teams prior to commencing any procurement:

a) *ICT Hardware and Software*

We encourage the purchase of ICT hardware or software (including personal computer devices, laboratory devices, servers, apps, data storage, cloud services, audio-visual equipment, and the like) from a preferred supplier catalogue. Details can be found on the Procurement Staff intranet page and if the available equipment is not suitable, please contact the IT Services team.

b) *Registerable Vehicles and Assets*

Any procurement of vehicles should be done through the Campus Services team, including passenger vehicles, trade vehicles, buggies, trailers, trucks, farm and marine equipment, and any other registerable assets.

c) *Leadership and Executive Coaching*

The purchaser should consult with the People & Wellbeing team in relation to leadership and executive coaching, training, and development services.

d) *Facilities Maintenance*

The Campus Services team should be consulted in relation to facilities maintenance (including urgent and routine work requests).

e) *Contractor Safety Management*

Purchasers should contact the Safety and Wellbeing team before engaging a tradesperson or contractor for a safety matter.

f) *Scheduled Substances (including Drugs, Poisons, Hazardous and Dangerous Materials)*

The purchase of scheduled drugs and poisons, hazardous chemicals and dangerous materials may require additional upfront checks and approvals to ensure the University complies with national and state regulation and classification guidelines before engaging a supplier. Refer to the Research Services team for further information.

6.5. Gifts, Events and FBT in Purchasing

Gift cards or vouchers are to be given as a gift (including to staff or students) and not in lieu of payment. Prior to engaging with a supplier for the purchase of gifts or vouchers for staff (exceeding \$100 in value) purchasers should consider whether the purchase will be subject to employee Fringe Benefits Tax (FBT) as this will be charged to the budget centre. For complex transactions, the Finance team can provide advice to the purchaser.

Before engaging a supplier for events or catering, such as Christmas parties, staff farewells, prize ceremonies, conferences, or business meeting dinners (excluding on-campus morning/afternoon teas), the purchaser should consider:

- a) any FBT implications
- b) any incidental procurement requirements such as venue hire, health and safety or security requirements
- c) whether the level of expenditure is appropriate (purchasers can refer to the ATO Reasonable Travel Allowance rates for guidance on meals and alcohol).

For procurement in relation to travel, such as travelling staff meals, see the *Travel Procedure*.

7. Market Engagement (including Engaging Individuals as Sole Trader Contractors)

7.1. Due Diligence

Prior to engaging with any proposed supplier, the purchaser will undertake due diligence on the supplier and determine any risk associated with the goods or services being purchased. Purchasers can contact the Procurement, ITS and Legal teams if further investigation is required before proceeding with the purchase. If the new proposed supplier is an overseas entity, the purchaser should review the [Foreign Arrangements instructions on the Legal Staff intranet page](#).

7.2. Current employees

Consistent with the University's *People Policy*, the University will not contract with current employees except where:

- a) there is no other supplier available, and the sole sourcing has been approved (see section 4.4)
- b) the services are completely removed from the employee's usual duties
- c) any conflicts of interest are appropriately managed as required by the *Conflicts of Interest and Gifts and Benefits Declarations Procedure*
- d) the relevant Head of School or Division has endorsed the engagement.

7.3. Redundant employees

The University will not contract with an individual, consultant, contractor, or principal of a company/business for two years from the date of their redundancy.

7.4. Engaging Individuals as Sole Trader Contractors (suppliers)

Individuals cannot be engaged by the University as sole trader contractors if they are:

- a) current employees except as provided for in Section 7.2
- b) redundant employees where Section 7.3 applies
- c) to provide services that are core to the University business (primarily learning, teaching, research or activities outlined in the Staff Agreement).

To be engaged as a contractor, individual sole traders must:

- a) Have an ABN or completed Statement by Supplier (Hobby Declaration).
- b) Have adequate insurance (public liability and professional indemnity) for the level of the risk or value of the purchase. The Legal team can assist in this assessment.
- c) Agree to:
 - i. the University's Terms of Engagement (template available on the Contractor Management for Individual/Sole Traders page on the Procurement Staff Intranet page)
 - ii. a Services Contract, where the spend threshold requires a contract in addition to a purchase order (See Table 1 – Spend Thresholds)
 - iii. determination that superannuation entitlements may be payable under the Superannuation Guarantee (Administration) Act (1992). If the services are deemed to attract superannuation entitlements these costs must be included in the overall project budget and referenced in the purchase order description.

7.5. Requesting Quotes

When requesting a quote in accordance with Table 1 - Spend Thresholds, the purchaser should include the following information where applicable:

- a) description of the goods or services sought
- b) contact details for the requesting staff member
- c) statement of work, scope, or summary of work required
- d) delivery time, point of delivery or performance, as applicable

- e) key performance indicators or performance measures
- f) additional expectations (sustainability, social procurement etc).

8. Procurement team led Tendering Process

Where the spend threshold or risk profile of the purchase requires a Procurement led process (refer to Table 1), the Procurement team will engage, lead, and support the stakeholder group through the following tendering process:

a) *Planning*

The Procurement lead, stakeholders, and specialist support from the relevant University teams (including Legal, Sustainability, Safety and Wellbeing and Campus Services teams) will collaborate to develop a strategic Procurement Plan. The Procurement Plan describes the following:

- i. commentary on purpose, benefits and how procurement is aligned with University mission
- ii. budget allocation/s for total cost of ownership
- iii. statement of works or scope of services required
- iv. sustainability assessment
- v. modern slavery assessment
- vi. risk appetite assessment
- vii. the market approach that best addresses the risks and need (including Request for Tender, Request for Proposal, Request for Information, Expression of Interest, Sole Sourcing, Internal Sourcing, and the like)
- viii. selection of potential suppliers, or confirmation of an open market approach
- ix. methodology for evaluation (for instance in significant capital procurement, a risk-based evaluation process should be considered, and for smaller tenders the panel may determine and agree on a weighted and scored approach)
- x. criteria for evaluation to be developed and agreed by Procurement and Stakeholders before the tender is released to the market. Additional mandatory criteria may include organisation/legal structure, modern slavery risk management, financial capacity, and conflict of interest risk management. A Total Cost of Ownership approach for the whole life of the goods or services should be considered and assessed. Sustainability and Social Procurement goals relevant to the procurement are mandatory criteria. Weighting may be applied to the criteria
- xi. negotiation strategy
- xii. membership, responsibilities, and chair of the evaluation panel
- xiii. timeline with key dates.

When finalised the Procurement Plan will be approved by the budget centre financial delegate and the Procurement team.

b) *Documentation*

The Procurement team will facilitate and support the preparation of the relevant documentation for the tender, including the following:

- i. Confidentiality and Conflict of Interest Declarations for the Tender Evaluation Panel (TEP) members
- ii. Conditions of Tender/Proposal (includes key dates, process for questions and site visits)

- iii. Statement of works and/or scope
- iv. Sample contract template
- v. Tenderer Response documents (include questions for the tenderers to respond to)

The Legal team will provide advice during the planning stage as to the appropriate contract to meet the risks and need of the procurement. Approval to proceed (via confirmatory email/memo) will be obtained from Legal, Procurement and the Financial Delegate before the tender is released to the market.

c) *Tendering Period*

The Procurement team will release finalised documentation to the supplier market for the period defined in the Procurement Plan (either open to all suppliers or selected supplier/s) via the nominated e-tendering Portal. The portal ensures that the tendering process is equitable and confidential, and that all suppliers are given the same opportunity to access the documents, submit questions, review clarifications, and respond to the tender within the nominated period. In certain circumstances (such as small business engagements for hospitality services) the Procurement team may determine that an alternative means of document delivery is required to suit the risk and supplier market. The Procurement team is responsible for ensuring the probity of the University's tendering.

d) *Evaluation*

The members of the Tender Evaluation Panel (TEP) will be requested to complete individual assessments for each submitted tender confidentially back to the Procurement lead, before the TEP Chair. The Procurement lead will facilitate any required supplier presentations, clarifications, moderation and the design of the negotiation strategy, recommendation, and awarding.

e) *Negotiation*

Upon selection of the preferred supplier/s by the TEP, the TEP Chair, Procurement and Legal leads, will reconfirm and agree on the most effective negotiation strategy for the purchase (this may, for example, include seeking further pricing in a Best and Final Offer approach). Negotiations should support cost and service delivery under the most fair and favourable contract terms. The strategy adopted, the recommended supplier/s and negotiated outcomes will be documented in the final Tender Evaluation and Recommendation Report prepared by the Procurement team.

f) *Awarding and Contract Preparation*

Once the preferred supplier/s have been selected and final terms negotiated, the Legal and Procurement team will prepare the appropriate contract including the key commercial terms, scope, pricing, performance indicators and other requirements. The budget centre financial delegate will then approve the recommendation to award the contract to the supplier.

g) *Contract Execution*

The contract must then be executed on behalf of the University by an appropriate delegate, based on the total value of the contract and level of risk in accordance with the *General Delegations Ordinance*. Electronic signing may be used where permitted (see the Legal Services Staff intranet page instructions for exclusions). All tender and contract documents are to be stored as required by the [Information Management Procedure](#).

9. Finalisation: Purchase Orders, Payments, and Records

9.1. Purchase Orders

Purchase orders are the primary method for facilitating University purchasing and payments. A purchase order must be raised and approved before any goods or services are delivered. Invoices can then be matched to an approved purchase order and payment to be made in accordance with the terms of the contract.

Raising the purchase order before the supplier commences delivery of goods and services is important to address and eliminate the risks associated with incorrect supply, underpayment of superannuation, disputed amounts, unclear expectations, and late payments for supplier partners.

To create a purchase order, the purchaser raises a purchase requisition for approval by the Budget Centre in PurchaseNow. The Budget Centre is responsible for ensuring that the supplier is advised not to commence services or supply goods without an approved purchase order. To create a complete audit trail, the Purchase Order should have a clear description of the goods or services required and a well-articulated justification detailing the purpose, selection process and supporting contract and other documentation where applicable.

Where the procurement requires a contract, the matching purchase requisition is to be raised at the time of signing and will be approved by the same Budget Centre in PurchaseNow.

The Buyer role in PurchaseNow (Level D delegates in *General Delegation Ordinance*) is responsible for the accuracy and compliance of all submitted requisitions in line with the *Procurement Policy* and this procedure. Any exceptions should be referred to the Procurement team before the requisition is submitted for approval. All purchase requisitions will automatically route to the Budget Centre financial delegate/s for approval when submitted in PurchaseNow.

9.2. Credit Card Payments

For those purchases made using a University credit card, the cardholder is responsible for ensuring that any quotes, supporting documentation and the relevant tax invoice/receipt is attached to the transaction in the University's expense management system, ExpenseMe Pro (formally ProMaster). The credit card transaction and supporting documentation should be submitted within 20 days for the final review and approval by line manager (or delegate) in the system.

9.3. Invoices

All supplier invoices should quote the approved purchase order number and be sent directly to the University's Finance Accounts Payable team (invoices@utas.unimarket.com.au) for matching to the approved purchase order. Payment will then be made on the University's standard terms or as otherwise agreed with the supplier by the Procurement team.

9.4. Order or Transaction Splitting

Splitting an order or credit card transaction into parts, years, or separate transactions, simply to achieve a lower spend threshold or financial delegation is not permitted.

9.5. Records

Purchase Orders, invoices and supporting documentation (eg scope, justification, and quotes) are automatically retained in the PurchaseNow eMarketplace.

Credit card transaction details, receipts and supporting documentation (eg quotes) are automatically retained in the ExpenseMe Pro (credit card) expense management system.

Tender documentation (including the copies of agreements) will be recorded in accordance with the *Information Management Procedure*.

Employee gifts (including vouchers) greater than \$100 must be declared and recorded in accordance with the *Conflicts of Interest and Gifts and Benefits Declarations Procedure*.

10. Contract Management

All University procurement contracts should have a contract owner/manager allocated. The contract owner/manager is responsible for consulting with the supplier and internal buyers and will be supported by the Procurement team over the life of the contract. Where a contract owner/manager is not available, the Procurement team will assume this responsibility.

Contract matters that need to be managed include:

- a) negotiating contract issues as they arise
- b) managing the day-to-day operation of the contract
- c) ensuring the goods and services are delivered in accordance with the contract terms
- d) maintaining records of critical dates and actions as required
- e) negotiating price reviews
- f) performance monitoring and management (and documentation of same)
- g) planning for the contract expiry (including new procurement planning in conjunction with the Procurement team).

Where the terms of the contract permit variations or extensions, these will be managed by the contract owner/manager in accordance with the contract and approved by the budget centre financial delegate. All variations to purchase contracts will be in writing, verbal variations are not permitted. When the variation is finalised, the related purchase order should also be updated in PurchaseNow.

Contract Managers will ensure that all contract details (such as start date, end date, insurance expiry dates, performance requirements) are recorded in the Contract Management system for the specialist area (eg ITS or Campus Services teams) or recorded in the central Contract Management Portal maintained by Procurement team.

Disputes, claims, or circumstances which could give rise to a claim should be referred to the Legal team in the first instance.

11. Complaints by Purchasers and Non-Compliances

Complaints by purchasers (including as to the level of service supplied, cost of the service or quality and timing of goods received from a supplier) should be made in writing to the contract owner/manager or the Procurement team where no contract owner/manager is in place. The contract owner/manager or Procurement team will acknowledge, evaluate, raise the complaint with the supplier where required and will record the complaint in the applicable contract management system.

Any potential non-compliances with the *Procurement Policy* or this procedure should be reported to the Procurement team for investigation. All reports received will be assessed and treated confidentially. Confirmed non-compliances will be reported to the Legal (Governance and Compliance) team.

Related procedures

Conflicts of Interest and Gifts and Benefits Declarations Procedure

Travel Procedure

Information Management Procedure

Versions

Version	Action	Approved By	Business Owner/s	Approval Date
1	Approved	Deputy Vice-Chancellor, Student Services and Operations	Chief Financial Officer	21 February 2024