Table Department of Justice and Community Safety performance in 2019–20

Extract from Victorian Government Purchasing Board Annual Report 2019-20

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| --- | --- | --- | --- |
| Performance measure | 2017–18  | 2018–19 | 2019–20 |
| (%) |
| **Value created from department procurement activity** | **0.4** | **17.3** | **10.0** |
| DJCS continues to capture savings through procurement process reports. The decrease this year relates to the drop in the number and size of procurements compared to 2018–19.  |
| **Managed spend** | **n/a** | **n/a** | **–** |
| DJCS could not provide data for this metric. DJCS is implementing a new system which will help provide this data in future.  |
| **Increase in procurement capability** | **−3.3** | **−24.6** | **−20.7** |
| Procurement capability fell from 116 to 92 out of 150. In 2019–20, DJCS went through a large organisational change and is progressing towards a category structure. The department is developing its capability and there is a program aimed at improving overall skills. Procurement activities also pivoted to cater for the state of emergency. The department made several capability improvements in 2019–20, including upgrading and refreshing the Zycus contract management system, bringing more procurement staff under Procurement Services, staff training and successfully transitioning to remote working. The department will continue to work towards improving capability.  |
| **Supplier satisfaction assessment** | **Successful satisfied** | **73** | **100** | **69** |
| **Unsuccessful satisfied** | **40** | **0** | **33** |
| Suppliers were satisfied with effective communication, and the overall invitation to supply and submission process. Most participants were satisfied with the feedback process, particularly in relation to timeliness and quality of feedback. Reasons for dissatisfaction most commonly related to timeliness, communication and a perception that the process was not conducted with integrity.Supplier satisfaction could be improved by completing the evaluation process within acceptable and agreed timeframes where possible, and keeping suppliers informed throughout the process. Procurement Services is reviewing survey results and implementing strategies to improve clarity of information in invitation to supply documents and the evaluation by conducting tailored supplier briefings. |
| **Planned procurement activity as a % of actual procurement activity** | **22.0** | **24.0** | **24.9** |
| DJCS is implementing a new software system which will be used as the department’s procurement planning tool and will improve capture of this information.  |