Frequently Asked Questions (FAQ)

Q1 – What is Strategic Procurement?
Strategic Procurement supports the purchase process of acquiring goods/services on behalf of the University. Strategic Procurement continuously improves and re-evaluates purchasing activities, analysing the needs of staff and engaging suppliers to establish beneficial arrangements that meet ECU's ethical, legal, financial and environmental standards.

Q2 – How is Strategic Procurement different from purchasing?
Purchasing is the administrative activities associated with ordering and receiving goods or services. Strategic Procurement deals with overarching plan of supply chain and contract management, providing purchasing advice to optimise utilisation of University resources.

Q3 – When should I contact Strategic Procurement?
If you are unsure of any aspect of purchasing, tendering, contract management or any other area of Strategic Procurement please don't hesitate to contact the team.

Q4 – How do I find information of ECU Panel Suppliers?
The Panel Suppliers page contains a listing of all ECU Panel Suppliers, grouped into IT, Facilities, Catering, Marketing, Travel, and Miscellaneous categories.

Q5 – Why should I use an ECU Panel Supplier?
All Panel Suppliers have been evaluated and selected by Strategic Procurement based on their capabilities, experience, quality, standards, financial stability, resources, invoicing procedures, service levels, warranties, risk management, environmental sustainability, social responsibility, and post sales support. Dealing with non-panel suppliers may expose you to hidden costs, lesser quality or acceptance of risks not immediately apparent when purchasing goods or services. Buyers also save time as buying from Panel Suppliers mean that multiple quotes are not required.

Q6 – Do I have to use an ECU Panel Supplier?
Suppliers listed on the Panel Suppliers page are specified as either Mandatory or Panel. Where a supplier is listed as Mandatory the use of that supplier is required for the category listed. If you have a specific and justified reason for not using a Panel Supplier you can apply for an exemption.
Q7 – How many quotes do I need to obtain?
The number of quotes needed is dependent on the value of the purchase. See the Spend Commitment Matrix for more information.

Q8 - What is a tender?
Tendering is the process of acquiring offers, bids, proposals, or expressions of interest from suppliers to determine which provides best value for money and meets the needs of the University. For high-value purchases a tender must be carried out. See the Spend Commitment Matrix for more information on the type of purchases requiring a tender. For information on the tender process see the Tendering Handbook.

Q9 – When should I conduct a tender?
A tender must be conducted for high-value purchases. Please refer to the Spend Commitment Matrix.

Q10 - How do I obtain a tender exemption?
A Request for Exemption from Policies form or a Procurement Plan must be completed depending on the value of the procurement. Please refer to the Spend Commitment Matrix.

Q11 - Can I use an overseas supplier?
Overseas suppliers may be used, however it a customs broker should be contacted. Contact Strategic Procurement if you have any question.

Q12 – What restrictions apply to hazardous goods?
When dealing with hazardous substances the Hazardous Substances Policy and Hazardous Substances Procedures should be followed.

Q13 – Do I need to use all the templates and follow the procurement policies and procedures?
Yes. The procurement templates, policies and procedures are designed to meet the University’s and state’s requirements. They are also based on the leading procurement practices in the industry to create more value for the University. The Risk and Assurance Service Centre and Office of the Auditor General may conduct audits from time to time to identify non-conformance.