

# BETTER CUSTOMER CHARTER

The South Australian Government is committed to being the best public service customer to suppliers that do business with governments in Australia. We are progressing a range of initiatives that will bring this Charter into effect.

This Charter sets out what current and potential suppliers can expect from the South Australian Government when they bid for procurement opportunities.

## FAIRNESS & RESPECT

- We will treat suppliers fairly, equally and with respect.
- We will be honest and fair in our commercial dealings and behave in accordance with the highest ethical standards.
- We will utilise fair competition between suppliers to achieve the most favourable public value procurement outcome, giving due regard to the Government's environmental, economic and social policies and the aspirations, expectations and needs of the South Australian community.

## CLEAR INFORMATION

- We will use clear, simple and easy to understand language in our procurement documents.
- We will provide consistent information to all suppliers.
- We will only ask for the information that we need to fairly evaluate bids.
- We will keep suppliers informed of the progress of their bid.

## GOOD PRACTICE

- We will undertake procurements within the timeframes that have been specified to suppliers.
- We will undertake procurements efficiently and effectively in a culture that supports good commercial practice.
- We will pay suppliers within 30 days of the supplier's invoice being received by a public authority unless stipulated otherwise in a contract.
- We will engage with the supplier community to identify opportunities for improvement and the removal of barriers to good procurement practice.

## CERTAINTY & CONFIDENCE

- We will publish forward procurement plans to provide greater certainty to suppliers.
- We will provide the opportunity for suppliers to receive feedback on their bid.
- We will resolve disputes promptly by providing all suppliers access to a timely, clear and independent dispute resolution process.
- We will treat commercial information provided as confidential.