

Policy and Procedure Register updates – Summary of changes to:

Purchasing and procurement procedure

1. Reason for new/updated policy or procedure (select all that apply)		
<input checked="" type="checkbox"/> Change of policy/procedure requirements	<input checked="" type="checkbox"/> Red tape reduction initiative	<input checked="" type="checkbox"/> Audit/review recommendation
<input type="checkbox"/> Change to legislation/delegations	<input type="checkbox"/> Due for review	<input type="checkbox"/> Other
<p>The department is committed to reducing red tape and administrative tasks, enabling principals and teachers to focus on teaching and learning, while ensuring compliance, efficiency, and best practice in purchasing activities.</p> <p>The Purchasing and procurement procedure will transform how schools and corporate business units manage low and intermediate value purchasing by simplifying processes and documentation.</p> <p>These changes follow a review of our purchasing processes and reflect the department’s commitment to balancing administrative requirements with the application of best practice and probity principles in purchasing.</p>		
2. Summary of changes		
<p>From Semester 1, 2025, new purchasing thresholds, minimum quote requirements and simplified forms will make purchasing processes easier and more efficient.</p> <p>The procedure has been simplified, and new attachments developed to more practically step readers through the relevant process. A <i>Purchasing options workflow</i> helps purchasing delegates select the correct purchasing process, and each option is set out in a workflow based on the purchasing threshold.</p> <p>The new purchasing thresholds and minimum quote requirements include:</p> <ul style="list-style-type: none"> • Simple purchasing: \$0 - \$10,000 ex GST. Minimum quote requirements: 1 • Lite purchasing: \$10,001 - \$20,000 ex GST. Minimum quote requirements: 2, or 1 Aboriginal or Torres Strait Islander business • Intermediate purchasing: \$20,001 - \$250,000 ex GST. Minimum quote requirements: 3, or 1 Aboriginal or Torres Strait Islander business • High value: over \$250,000 ex GST – Procurement Services to facilitate. <p>To support the new simple purchasing framework, a suite of new templates, in both word and fillable PDF formats, will be available. Simple purchasing template and form changes include:</p> <ul style="list-style-type: none"> • PF003 (Request for quote) and PF004 (Evaluation of quotes) will be replaced by simplified templates that are specific to the purchase option selected, based on value • PF005 (Risk assessment for purchasing and contract management) has been updated and simplified • PF006 (Approval of an alternate sourcing strategy) will be replaced by a streamlined Purchasing exemption form, which can be used to deviate from the department’s purchasing minimum quote requirements including for genuine urgency situations. <p>The new templates will be available on the OnePortal Simple Purchasing Framework page.</p>		

3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way</i> ?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, select the type of change: (select all that apply)</i>		
<input checked="" type="checkbox"/> Revised responsibilities	<input type="checkbox"/> New/additional responsibilities	<input type="checkbox"/> Removed responsibilities
Position title	Summary of change	Page #
Purchasing and procurement delegates	Reduction in the minimum quotes required and administrative overheads based on changed purchasing thresholds.	4
4. Communication and support for implementation		
Activity Plan – Simple Purchasing developed to include the following communications activities: <ul style="list-style-type: none"> • OnePortal news • ConnectEd • OnePortal slider/screen saver • Simple Purchasing Animation Training and information updates including: <ul style="list-style-type: none"> • Updated Purchasing and Procurement OnePortal pages • Updated Low Value and Intermediate Purchasing Training packages (QLearn) • New fillable Purchasing PFD Forms • Online MS Teams Network Meeting presentations – Finance, Internal Audit, State Schools 		
For further assistance, please contact: Procurement Capability, Procurement Services Branch Phone: 1300 366 612 Email: Procurement.PSB@qed.qld.gov.au		



Procedure

Purchasing and procurement procedure

Version: 11.0 | Version effective: 10/02/2025

Audience

Department-wide

Purpose

This procedure outlines the process to be followed by all employees when buying goods and services from suppliers external to the department.

Overview

This procedure details the requirements for conducting purchasing and procurement activities.

This procedure applies to:

- all goods and services purchased from external suppliers using department or school funds, irrespective of the funding source e.g., contributions from students, parents, fundraising, sponsorship, etc.
- capital works and infrastructure purchases
- purchases undertaken on behalf of school communities, including by Parent and Citizens' Associations (P&Cs).

This procedure does not apply to buying or selling real estate.

All activities must be in accordance with the [Queensland Procurement Policy's](#) six principles:

- achieve value for money
- apply a responsible public procurement approach
- behave ethically, and embed integrity, probity and accountability
- be leaders in procurement practice
- collaborate for more effective outcomes
- support strong governance and planning.

Responsibilities

Departmental employees

- comply with this procedure and the [purchasing and procurement instructions](#) (DoE employees only) when purchasing goods and services
- comply with this procedure and the [contract management instructions](#) (DoE employees only) when managing contracts
- conduct purchasing or procurement activities with integrity, accountability and transparency
- disclose any conflicts of interest, in accordance with the departments [conflict of interest procedure](#)
- not accept any gifts or benefits, related to purchasing or procurement activities
- not accept or consider the offer of sponsorship within a tendering process
- refrain from endorsing any individual, business, company, or supplier for their products or services
- report any situations of potential fraud, corruption, misconduct or policy breaches related to purchasing or procurement activities.

Purchasing delegates and procurement delegates

- ensure all activities comply with relevant policies and procedures
- ensure all purchasing or procurement documentation is retained
- not acting as both the Purchasing/Procurement Delegate and Financial Delegate for the same activity (except for corporate card transactions)
- only approve purchasing exemption requests within their delegation limits
- endorse contract extensions or variations before final approval by the Financial Delegate
- provide advice and guidance on the purchasing or procurement process and matters
- approve and facilitate purchasing and procurement activities within their delegation limits
- serve as the contact point for questions about department supply arrangements.

Financial delegates

- approve spending (expenditure) on goods or services within their delegation limits
- authorise entering into a contract, as contract owner, within their delegation limits
- approve contract extensions and variations within their delegation limits, if they were the original contract signing delegate
- not act as both the Purchasing/Procurement Delegate and Financial Delegate for the same activity (except for [corporate card](#) transactions).

Procurement Services

In addition to departmental employees and purchasing and procurement delegates responsibilities, Procurement Services are responsible for:

- developing strategies and setting timeframes to achieve purchasing outcomes for high value activities
- facilitating the procurement processes for high value activities
- facilitating the establishment of new supply arrangements.
- addressing and resolving escalated complaints that cannot be resolved locally.

Chief Procurement Officer

- assigning and removing purchasing or procurement delegations to nominated positions and appropriately trained officers on behalf of the Director-General.

Process

Identify appropriate delegates

Employees wishing to buy goods or services must determine who has the authority to facilitate and approve the buying of goods and services.

As per the [Purchasing and procurement delegations](#) (DoE employees only), departmental employees that have completed either low value or intermediate [purchasing training](#) (DoE employees only), (purchasing delegates) are able to facilitate the buying of goods and services that are:

- Low value:
 - under \$5,000 (excluding GST)
- Intermediate value:
 - Under \$100,000 (excluding GST) and not from a supply arrangement.
 - Under \$500,000 (excluding GST) within a supply arrangement.

Procurement delegates within Procurement Services, and appropriately trained and approved employees, are able to facilitate the buying goods and services that are:

- High Value:
 - Over \$100,000 (excluding GST) not from a supply arrangement.
 - Over \$500,000 (excluding GST) within a supply arrangement.

The applicable [Financial delegate](#) is required to confirm the budget available and is to approve the expenditure for the goods and /or services being purchased.

Departmental employees are to contract manage all purchases. Information to support contract management is available [on OnePortal](#) and through [Contract management training](#) (DoE employees only).

Determine purchase option

Employees must determine the appropriate option for their purchase. Employees should use existing supply arrangements (must use if mandatory) in the first instance, but can proceed to obtaining quotes if no appropriate supply arrangement is available. Process details depends on the value of the purchase. In a situation of genuine emergency, employees may bypass these steps.

These options are set out below and summarised in the [Workflow – Purchasing Options](#).

Genuine urgency

- Delegates can only bypass the below supply arrangements and quotation processes in situations of genuine urgency: that is, a realised or high probability of a health, safety, or security risk which must be rectified within a very limited timeframe. This is also known as an emergency purchase.
- Further information and related forms are at [Genuine urgency situations](#) (DoE employees only).

Sourcing a supplier: Supply arrangements

- For non-urgent purchases, employees must first check if there is an existing supply arrangement that is appropriate for their purchase. Where there is a mandatory arrangement, it must be used.
- Purchasing from a supply arrangement is the department's preferred purchasing method. Existing arrangements and required forms are at [Supply arrangements](#) (DoE employees only).
- Where a supply arrangement requires a buyer to obtain quotes, the following thresholds apply unless the arrangement's buyer's guide states otherwise. (e.g., quotes are not required when buying off a product/service catalogue of items).

Threshold amount (ex GST)	Purchasing process - steps and forms	Minimum number of quotes
Up to \$150,000	Workflow - Supply arrangement	At least one (1) quote
Up to \$250,000		At least two (2) quotes or One (1) quote if from an Aboriginal or Torres Strait Islander business
Up to \$500,000		At least three (3) quotes or One (1) quote if from an Aboriginal or Torres Strait Islander business
Over \$500,000	Contact Procurement Services	Procurement Services are to facilitate the purchasing process for the requirements

Sourcing a supplier: Minimum quote requirements

- Where there is no available or suitable supply arrangement, an employee must use the following minimum quote requirements to source a supplier. Full, fair and reasonable opportunity must be given to capable and competitive suppliers.
- The required steps and resources for each purchasing threshold are linked in the Workflow documents. Further information is at [Minimum quote requirements](#) (DoE employees only).

Threshold	Purchasing process - steps and forms	Minimum number of quotes
Simple \$0 - \$10,000 (ex GST)	Workflow - Simple \$0 - \$10,000 (ex GST)	At least one (1) quote
Lite \$10,001 - \$20,000 (ex GST)	Workflow - Lite \$10,001 - \$20,000 (ex GST)	At least two (2) written quotes or One (1) written quote if from an Aboriginal or Torres Strait Islander business
Intermediate \$20,001 - \$250,000 (ex GST)	Workflow - Intermediate \$20,001 - \$250,000 (ex GST)	At least three (3) written quotes or One (1) written quote if from an Aboriginal or Torres Strait Islander business
High Value over \$250,000 (ex GST)	Contact Procurement Services	Procurement Services are to facilitate the purchasing process for the requirements.

Follow the purchasing and procurement process

All purchases, across all threshold levels, contain five stages of purchasing. Some of these stages are conducted concurrently e.g., simple and lite purchases. The workflow documents listed above show how the phases are conducted for each purchasing threshold.

The five stages are:

1. PLAN:

Identifying:

- the needs required
- applicable purchasing process required
- availability of supply arrangements
- potential suppliers
- delegates required
- department policies to be considered
- the risks associated
- probity, and accountability obligations

2. SOURCE:

- finalising requirements
- finalising evaluation criteria
- identifying mandatory requirements
- approaching the market (suppliers) in accordance with the relevant process.

3. EVALUATE:

- assessing quotes received against pre-set criteria
- demonstrating value for money is being achieved
- documenting the decision-making process, to select a successful supplier

4. AWARD:

- confirming funding and approval to proceed with a purchase
- identifying the correct payment method
- formalising the agreement between the department and the successful supplier for the supply of good and services (a contract)
- notifying unsuccessful suppliers

5. MANAGE:

- monitoring the provision of agreed deliverables
- managing variations (if required) in accordance with department processes
- managing concerns, issues or complaints that may arise between the department and the supplier
- verifying the receipt of agreed deliverables
- verifying invoices are correct, to enable timely processing of payments
- completing applicable contract close-out activities
- ensuring all related documentation (e.g., approvals, quotes, contracts, correspondence) are retained in accordance with department requirements

Detailed processes, workflow, and forms are available via the [Purchasing and procurement instructions](#) (DoE employees only) and [Contract management instructions](#) (DoE employees only) on OnePortal.

For advice, contact [Procurement and Facilities Services](#).

Use of contractors and consultants

Contractors and consultants should not be used for long-term engagements that replace 'core' public service functions unless there is no available alternative.

Before any process for a consultancy can commence, support of the consultancy must be obtained from the Director General (DG). Senior management will be required to provide evidence of the Director General's support, if and as requested.

Managing complaints

Any complaint received from a supplier in relation to a purchasing or procurement activity must be registered and managed in accordance with the department's [Customer complaints management procedure](#).

A resolution should be sought at the local level in the first instance. If a complaint is unable to be resolved at the local level, either party can complete the [Purchasing and procurement complaint form](#), and refer it to Procurement and Facilities Services.

Definitions

Term	Definition
Aboriginal or Torres Strait Islander business	A business that is at least 50 per cent owned by an Aboriginal person or Torres Strait Islander person, as per the Queensland Indigenous Procurement Policy (QIPP).
Consultant	<p>Consultants help find solutions and deliver outcomes. To be classified as a consultant, all five of the following must apply:</p> <ul style="list-style-type: none"> • provides expert knowledge to analyse information, draw conclusions and make recommendations in the form of a written report or an intellectual product for future action • the nature of the output is not necessarily predictable, it tends to be open ended and is more complex (e.g., a range of recommendations which the agency must consider) • develops a new concept or process and where the agency requires critical judgement to consider the recommended course of action • is engaged for a fixed period at an agreed payment rate • work is not directly supervised by the agency.
Contractor (indirect workers)	<p>Contractors generally implement existing business processes, deliver a known product or outcome, perform set tasks or roles as though they are employees. Typically line management and direction of the worker is provided by the department. Indirect workers include:</p> <ul style="list-style-type: none"> • professional contractors (e.g., project managers, principal consultants for infrastructure services, workshop facilitators, trainers, presenters, general advisors, auditors etc) • labour hire workers (e.g., cleaners, temporary employees (corporate and school), ICT contractors).
Contract management	Activities associated with monitoring contract obligations, supplier performance and associated risks of a contract.
Endorsement	<p>An endorsement includes but is not limited to testimonials, quotes, comments, videos or recordings. Providing testimonials gives the perception that the department is endorsing a supplier and/or its products or services. The department and all employees of the department must be impartial, and cannot be seen or perceived, to be promoting or favouring an individual supplier.</p> <p>Providing non-public referee reports to other State or Federal Government agencies and providing supplier endorsement for Government run programmes (e.g., Queensland Supplier Awards) is allowed.</p>

Term	Definition
Financial delegate	A position-based delegation, obtained when employees are appointed to or relieving in positions as defined in the financial delegation's matrix.
Purchasing	Activities associated with buying goods and services up to the value of \$500,000 (excluding GST) from a supply arrangement and up to \$100,000 (excluding GST) not from a supply arrangement.
Purchasing delegate	An individual delegation received after completing the applicable training. Purchasing delegations are granted as Low Value, or Intermediate. Only Queensland Government employees can hold a purchasing delegation.
Procurement	Activities associated with sourcing goods and services over the value of \$500,000 (excluding GST) from a supply arrangement and over \$100,000 (excluding GST) not from a supply arrangement. Activities associated with the establishment of standing offer, preferred supplier or pre-qualified supplier arrangements.
Procurement delegate	An individual delegation obtained when employees have completed the applicable training and are based within Procurement Services or have completed the applicable training, applied and been granted a delegation by the Chief Procurement Officer. Only Queensland Government Employees can hold a Procurement delegation.
Supply arrangements	Preselected suppliers who the department has determined are capable and qualified to provide goods or services. Arrangements are structured in various ways, with pre-agreed terms and conditions, to best suit the purchasing context and may be a standing offer arrangement, a preferred supplier arrangement or a pre-qualified supplier arrangement. See the OnePortal page for details.

Legislation

- [Anti-Discrimination Act 1991 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cth\)](#)
- [Financial and Performance Management Standard 2019 \(Qld\)](#)
- [Financial Accountability Act 2009 \(Qld\)](#)
- [The Queensland Human Rights Act 2019 \(Qld\)](#)

Delegations/Authorisations

- [Finance and administration delegations](#) (DoE employees only)
- [Purchasing and procurement delegations](#)

Policies and procedures in this group

- Nil

Supporting information for this procedure

- [Workflow – Purchasing Options](#)
- [Workflow - Supply arrangement](#)
- [Purchasing and procurement complaint form](#)
- [Simple purchasing workflow](#)
- [Lite purchasing workflow](#)
- [Intermediate purchasing workflow](#)

Other resources

Department of Education

- [Appropriate and ethical use of public resources policy](#)
- [Conflict of interest procedure](#)
- [Contract management instructions](#) (DoE employees only)
- [Financial Management Practice Manual](#) (DoE employees only)
- [Purchasing and procurement instructions](#) (DoE employees only)

Whole of Government

- [Building and construction training policy](#)
- [Contract management framework](#)
- [Ethical supplier mandate](#)
- [Ethical supplier threshold](#)
- [ICT SME participation scheme policy](#)
- [Procuring during an emergency](#)
- [Queensland indigenous \(Aboriginal and Torres Strait Islander\) procurement policy](#)
- [Queensland information technology contracting \(QITC\) framework](#)
- [Queensland Procurement Policy \(QPP\)](#)
- [Queensland procurement strategy](#)

Supporting documents and procurement related resources

- [Accessibility compliance in procurement](#) (DoE employees only)
- [Procurement services operational plan](#) (DoE employees only)
- [Ordering and payment matrix](#) (DoE employees only)

- [Purchasing and procurement](#) (DoE employees only)
- [Purchasing training](#) (DoE employees only)
- [Whole-of-government supply arrangements](#)

Contact

For further information, please contact:

Procurement Capability, Procurement Services Branch

Phone: 1300 366 612

Email: Procurement.PSB@qed.qld.gov.au

Review date

10/02/2028

Superseded versions

Previous seven years shown. Minor version updates not included.

9.0 Purchasing and procurement

10.0 Purchasing and procurement

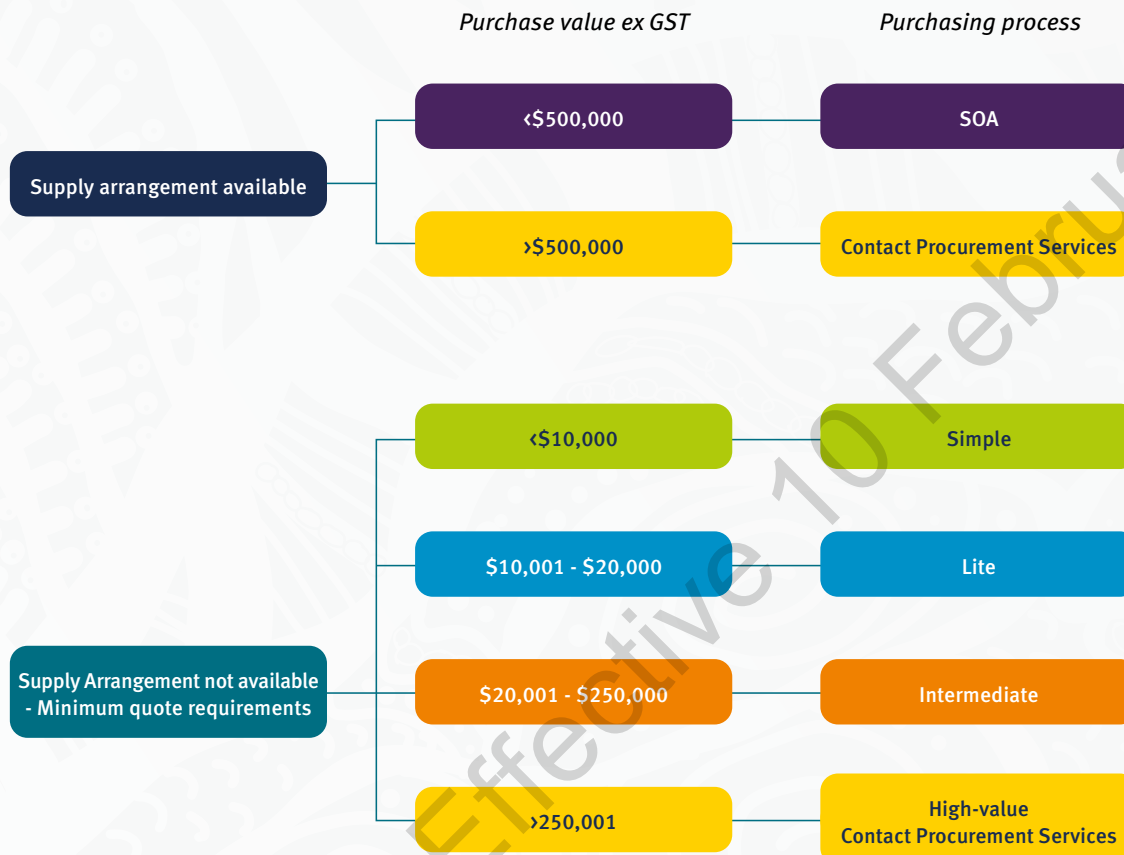
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Refer to the [Creative Commons Australia](#) site for further information

Purchasing options

Process



Genuine urgency situations

Realised or high probability of a health, safety, or security risk which must be rectified within a very limited timeframe.

- Identify **genuine urgency**.
- Seek approval from relevant **delegate**.
- If time permits, check if a supply arrangement is available.
- Source requirements.
- Complete a **purchasing exemption**.

Procurement Services

For purchasing assistance contact **1300 366 612** and choose the following category teleprompt options:

- 2 Information, communications & technology
- 3 Building construction and maintenance
- 4 General goods & services

Supply arrangement purchasing



*Under \$500,000 ex GST – a purchasing delegate **must** conduct or oversee any purchases. Contact your local purchasing delegate for support and assistance. Over \$500,001 ex GST – contact Procurement Services. Arrangements via direct order do not require quotes to be sought or evaluated.*

- | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Determine requirements (specification) of products or services to be purchased. • Confirm permission and budget availability with financial delegate (written or verbal). • Review supply arrangement specifics for suitability. • Follow the buyers guide instructions for the specific arrangement. • Complete a purchasing exemption (if required). • Ensure conflicts of interest relating to purchasing are disclosed. | <ul style="list-style-type: none"> • Finalise requirements (specification) of products and services to be purchased. • If required, seek quotes in accordance with the supply arrangement buyers guide using: <ul style="list-style-type: none"> - arrangement specific template (if available) Or <ul style="list-style-type: none"> - request for quote – supply arrangement. | <ul style="list-style-type: none"> • Enlist minimum number of evaluators required based on value of the purchase. • In accordance with the supply arrangement buyers guide, evaluate quotes using: <ul style="list-style-type: none"> - arrangement specific template (if available) Or <ul style="list-style-type: none"> - record of evaluation – supply arrangement. • Obtain purchasing or procurement delegate approval. | <ul style="list-style-type: none"> • Obtain financial delegate approval. • Advise supplier of intention to accept quote and confirm availability. • Accept quote or place order following supply arrangement instructions, using any arrangement specific templates (if applicable). • Establish payment method e.g. purchase order, in accordance with supply arrangement. • Notify unsuccessful suppliers and offer feedback. | <ul style="list-style-type: none"> • Determine most appropriate contract management approach. • Manage the contract including any variations, to ensure deliverables are achieved. • Make payment in accordance with supply arrangement. • Once complete, conduct contract close out activities. • Retain documentation in accordance with departmental requirements. |
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Simple purchasing (\$0-\$10,000 ex GST)

1 2 3 Plan, Source and Evaluate

A purchasing delegate **must** conduct or oversee any purchases. Contact your local purchasing delegate for support and assistance.

- Determine requirements (specification) of products or services to be purchased.
- Confirm permission and budget availability with [financial delegate](#) (written or verbal).
- Contact local purchasing delegate for support and assistance.
- Check if a mandatory or suitable [supply arrangement](#) (SOA) is available.
- Conduct [market research](#) to identify suppliers, considering local, Aboriginal or Torres Strait Islander businesses.
- Source minimum 1 quote (online, written or verbal) and enlist minimum 1 [evaluator](#).
- Ensure [conflicts of interest](#) relating to purchasing are disclosed.
- Review [supplier's terms and conditions](#) (if applicable).

4 5 Award and Manage

- Determine most appropriate [contract management approach](#).
- Accept quote, raise and issue a [purchase order](#) (if required) and place order.
- Manage deliverables and [receipt goods and services](#).
- Make payment following the [ordering and payment matrix](#).
- [Retain documentation](#) in accordance with departmental requirements.

- [Purchasing record - Simple](#) is an optional form and can be used to document your purchase if required.
- If purchasing from a supply arrangement, refer to supply arrangement workflow.

Procurement and Facilities Services v1.0 January 2025.

Lite purchasing (\$10,001-\$20,000 ex GST)

1 2 Plan and Source

3 Evaluate

4 5 Award and Manage

A purchasing delegate **must** conduct or oversee any purchases. Contact your local purchasing delegate for support and assistance.

- Determine requirements (specification) of products or services to be purchased.
 - Confirm permission and budget availability with [financial delegate](#) (written or verbal).
 - Check if a mandatory or suitable [supply arrangement](#) (SOA) is available.
 - Conduct [market research](#) to identify suppliers, considering local, Aboriginal or Torres Strait Islander businesses.
 - Complete a [purchasing exemption](#) (if required).
 - Using the [request for quote - Lite](#) (mandatory), seek:
 - at least [2 written quotes](#)
 - OR**
 - at least 1 written quote from an Aboriginal or Torres Strait Islander business.
 - Ensure [conflicts of interest](#) relating to purchasing are disclosed.
 - Review [supplier's terms and conditions](#) (if applicable).
- Enlist a minimum [2 evaluators](#).
 - Complete [record of evaluation – Lite](#) (mandatory).
 - Obtain purchasing delegate approval.
- Obtain financial delegate approval.
 - Determine most appropriate [contract management approach](#).
 - Establish [ordering and payment method](#) e.g. purchase order.
 - Accept quote and issue purchase order (if applicable).
 - Notify [unsuccessful suppliers](#) and offer feedback.
 - Manage deliverables, [receipt goods and services](#).
 - Make payment.
 - [Retain documentation](#) in accordance with departmental requirements.

- If purchasing from a supply arrangement, refer to supply arrangement workflow.

Intermediate purchasing (\$20,001 - \$250,000 ex GST)



*Under \$100,000 ex GST – a purchasing delegate **must** conduct or oversee any purchases. Over \$100,001 ex GST – a procurement delegate **must** approve any purchases. Contact your local purchasing delegate for support and assistance.*

- Determine requirements (specification) of products or services to be purchased.
- Confirm permission and budget availability with **financial delegate** (written or verbal).
- Check if a mandatory or suitable **supply arrangement** (SOA) is available.
- Conduct **market research** to identify suppliers, considering local, Aboriginal or Torres Strait Islander businesses.
- Complete a **purchasing exemption** (if required).
- Complete a **risk assessment** (mandatory).
- Ensure **conflicts of interest** relating to purchasing are disclosed.

- Finalise requirements (specification) of products or services.
- Confirm **evaluation criteria and method**.
- Using the **request for quote – Intermediate** (mandatory) seek:
 - at least **3 written quotes**
 - OR**
 - at least 1 written quote from an Aboriginal or Torres Strait Islander business.

- Enlist evaluators:
 - minimum 2 for purchases under \$100,000
 - OR**
 - minimum 3 for purchases over \$100,000.
- Conduct and retain **ethical supplier check** (mandatory).
- Complete **record of evaluation – Intermediate** (mandatory).
- Obtain purchasing or procurement delegate approval.

- Check supplier’s credentials and delivery capability.
- Obtain financial delegate approval.
- Advise supplier of intention to accept quote and confirm availability.
- Issue a **short form contract** for purchases over \$100,000 (mandatory).
- Raise and issue **purchase order**.
- Notify **unsuccessful suppliers** and offer feedback.

- Review **contract management** information, determine most appropriate contract management approach and undertake training if required.
- Using the **contract management checklist** (mandatory for purchases over \$100,000), effectively manage the contract including any variations, to ensure deliverables are achieved.
- Make payments in accordance with purchase order.
- Once complete, conduct **contract close out** activities.
- **Retain documentation** in accordance with departmental requirements.

- **Contract Management Training** is available, if required.
- If purchasing from a supply arrangement, refer to supply arrangement workflow.

Procurement and Facilities Services v1.0 January 2025.

Complaint form

(Purchasing and procurement)

This form is to be used to submit a complaint in regards to a purchasing / procurement activity or contract that was unable to be resolved with the contact officer or contract manager.

Organisation submitting complaint

Organisation Name:	
Postal Address:	
Contact Person:	
Phone / Email Address:	

Complaint details

Purchase / Contract Ref No.:	
Purchase / Contract Title:	
School / Business Unit:	
Issue that requires resolution:	<<Insert details of the issue that the complaint is in relation to. Provide as much detail as possible, date, time etc, as relevant>>
How would you like the complaint resolved?	

Complaint submission

Submit form to: **Chief Procurement Officer, Procurement and Facilities Services**¹ by either:

- Mailing to: The Chief Procurement Officer; Procurement Services Branch;
Department of Education; PO Box 15033, CITY EAST BRISBANE QLD 4002; or
- Email to: procurement.PSB@qed.qld.gov.au

The department seeks to action complaints promptly upon receipt. If investigation into the complaint is requires significant time, the complainant will be advised and kept updated as the investigation proceeds.

Name:	X
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¹ A record of the complaint and actions taken to resolve the issue are placed on Content Manager file 17/486012.

