

Category Management Dashboard

Temporary staff

Temporary staff is a category distinguished by a multiplicity of suppliers, non-standard terminology and varying agency fee structures. As a consequence, it is a category requiring clear analysis, consistent performance measurement and good communication with stakeholders in order to achieve ongoing value for money. Below are set out some examples of metrics that are used for managing this category.

Australia, Northern Territory and Broken Hill NSW; > AWST (Australian Western Standard Time) is used in Western Australia.

These then change and become AEDT, ACDT and AWDT during daylight savings periods.

Each state has its own legislation dealing with time regimes. NSW, for example, has equivalent provisions as those considered in this case. The Standard Time Act 1987 (NSW) provides for both standard time and summer time and, like its Western Australian equivalent, the time regime is considered to be standard time in a contract or agreement unless expressly stated otherwise.

Conclusion

This case is a useful reminder to ensure that the time regime noted on the tender is considered and, when determining whether or not to accept a late tender, due regard is had to the time regime in the RFT.

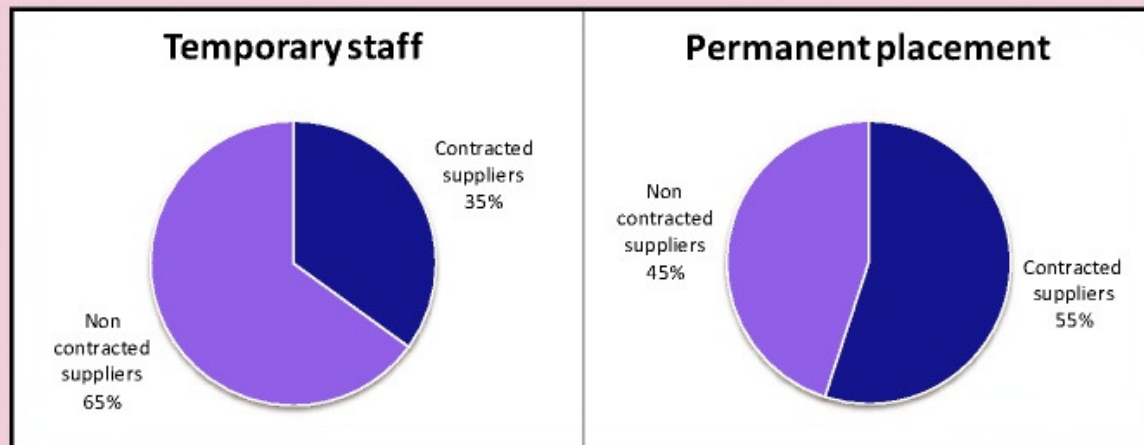
The discretion of an owner to accept late tenders differs depending on whether the owner is a commonwealth government entity or a state or territory government entity. The Commonwealth Procurement Guidelines are clear that late tenders will not be accepted (except in extremely limited circumstances). Various state procurement guidelines, on the other hand, including the NSW Procurement Guidelines, provide discretion in relation to the acceptance of late tenders.

It is important for those entities calling tenders to ensure that they are fully aware of the relevant procurement guidelines and the RFT conditions when determining whether or not to accept a late tender, as well as the relevant time regime.

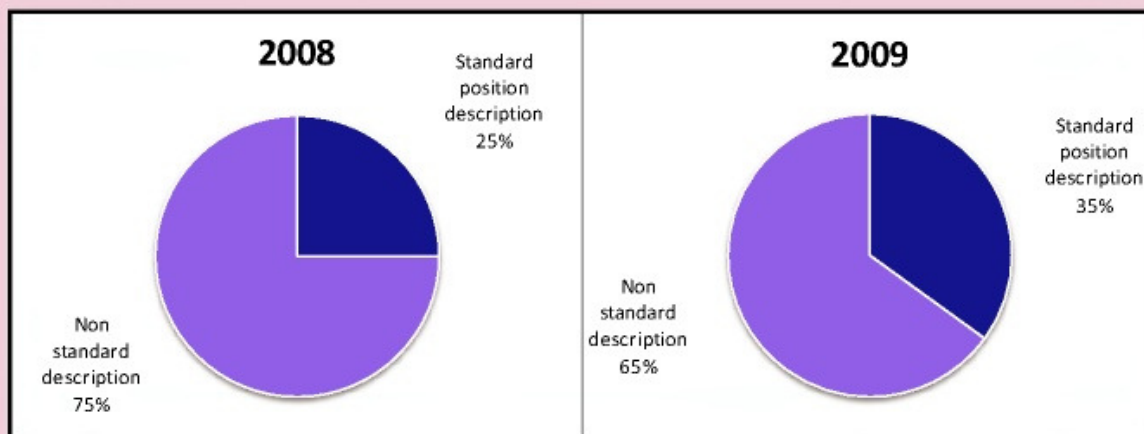
This case demonstrates the importance of being consistent in referencing times and dates, both in the RFT and in advertisements and websites, to avoid ambiguity and, in this case, costly litigation.

It also highlights the risk in using standard RFT templates without thorough consideration and thought in relation to those items and information which are considered to be standard, such as references to dates, times and time regimes.

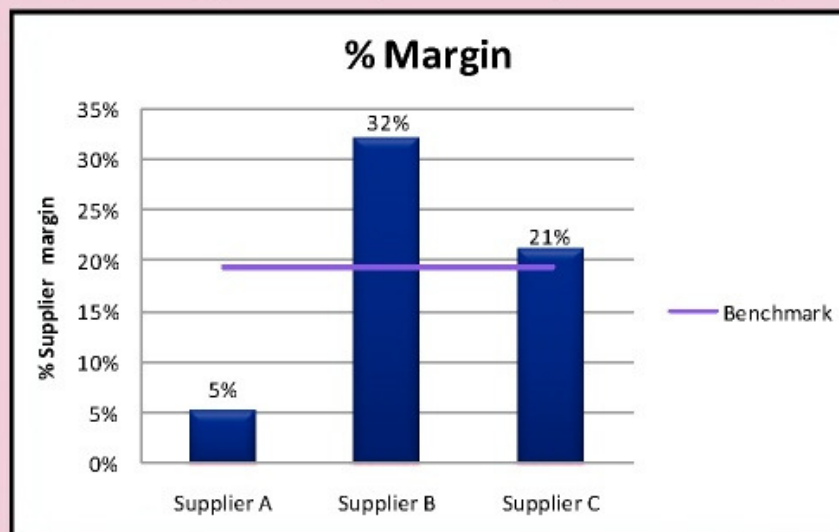
Finally, the case serves as a lesson to those calling tenders, and to those responding, to be aware of the applicable time regime and, if uncertain, to seek or provide clarification before the closing date and time.



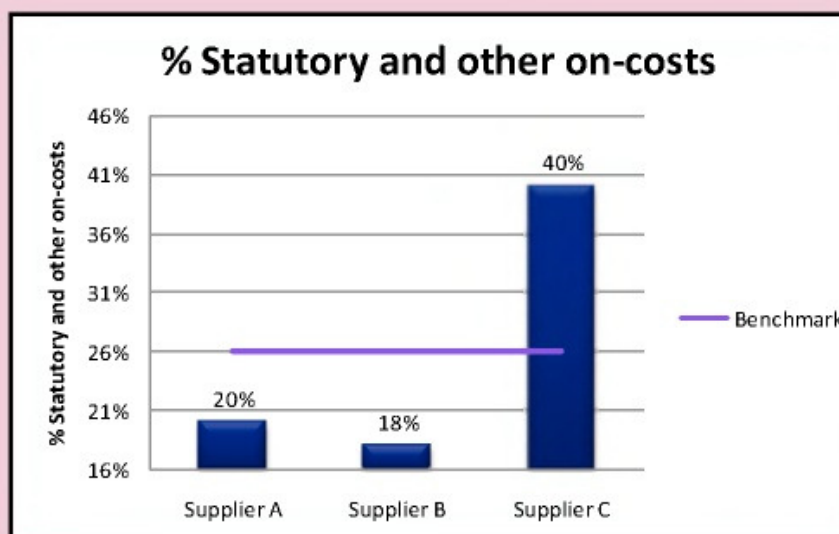
Graph 1: Use of contracted and non-contracted suppliers



Graph 2: Suppliers using standard position descriptions



Graph 3: Supplier margins – top 10 staff positions – Office Support and Administration (job family)



Graph 4: Statutory and other on-costs

Should you have any queries regarding category management benchmarking or dashboards, please check out www.pibenchmark.com.au