

The logo for MAV Procurement is a dark green circle containing the letters 'MAV' in a white serif font, with a royal coat of arms in the center. Below 'MAV' is the word 'PROCUREMENT' in a white sans-serif font.

MAV  
PROCUREMENT

# Guide

A photograph of two women sitting at a desk, looking at a laptop. The woman on the left has long dark hair and is smiling. The woman on the right has long reddish-brown hair and is wearing glasses. They are in an office setting with a framed abstract painting on the wall behind them.

## How to use MAV Panels

A step-by-step overview to help councils navigate MAV panels, engage suppliers, and deliver efficient, compliant procurement outcomes.

# About this Guide

This guide provides council officers with a practical overview of how to confidently and effectively use MAV Procurement panels. It outlines how panel arrangements work, how to engage suppliers, and how to support compliant procurement processes using MAV contracts.

Whether you are new to MAV Procurement panels or looking to strengthen your approach, this guide is designed to support consistent, efficient and value driven procurement outcomes through collaborative procurement.

## A General Procurement Guide

This document is intended as a general guide across the broader MAV Procurement contract portfolio.

As panel arrangements can vary in structure, governance requirements and engagement models, councils should always review the specific contract documentation and supporting materials available against each panel contract within VendorPanel before commencing procurement activities.

MAV Procurement is continuing to develop practical tools and resources to support councils across specific panel arrangements, which may include:

- Buying guides
- RFQ and sourcing templates
- Category-specific guidance materials
- Supplier and contract management tools

Councils are encouraged to review the resources under each panel contract within VendorPanel, as additional tools and templates may become available to support specific projects and procurement activities.



# Guide

## How to Use MAV Panels

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# Understanding MAV Contracts

**MAV Procurement offers a range of collaborative procurement arrangements to support compliant, efficient and value-driven purchasing outcomes for councils.**

## **Types of Arrangements**

Arrangements may include:

- Multi-supplier panels
- Sole supplier contracts
- Subscription or membership services
- Software licensing and cloud solutions
- ICT and technology agreements
- Direct purchasing or quotation-based models

## **Engagement Models**

While many panels allow councils to run RFQs through VendorPanel, some arrangements may also require councils to:

- Execute supplier agreements
- Accept software or subscription terms
- Enter Master Supply Agreements
- Complete onboarding documentation
- Engage directly with suppliers under pre-established terms

This commonly applies to software, cloud, ICT and sole supplier arrangements.

Relevant requirements are outlined in the contract documentation available in VendorPanel.

## **Why This Matters**

Understanding contract structures helps councils ensure:

- Compliance with procurement policies
- Appropriate governance and approvals
- Accurate reporting and auditability
- Correct application of pricing and contract terms
- Effective supplier management

# Contract Architecture

## > Standing Offer Deed

Establishes the panel framework between MAV and suppliers, including:

- Scope and categories
- Supplier obligations and compliance requirements
- Pricing structures and ceiling rates
- Insurance, reporting and governance requirements

The Head Agreement governs the panel but does not create a direct purchasing commitment between MAV and councils.

## > Customer Contract

The legal relationship for each engagement sits directly between the council and supplier through the Customer Contract.

Depending on the arrangement, this may be formed through:

- RFQ documentation
- Purchase Orders or Letters of Award
- Subscription or Master Supply Agreements
- Other approved engagement documentation

Councils may negotiate project-specific terms within the panel framework.

## > Pricing Schedule

The Pricing Schedule establishes baseline pricing under the contract.

Councils are encouraged to:

- Undertake RFQs where appropriate
- Negotiate pricing and commercial outcomes
- Ensure value for money and policy compliance





# MAV Contract Benefits & Rebates

## MAV Panel Contract Benefits

### Reduced administrative burden

Pre-established panel arrangements reduce procurement time and administrative effort.

### Pre-agreed terms and safeguards

Rates, terms, conditions and safeguards are established upfront through the panel contract.

### Access to prequalified suppliers

Councils can access suppliers already assessed through a formal procurement process.

### Flexible market engagement options

Councils can seek quotes or proposals while benefiting from established ceiling rates.

### Ongoing supplier compliance monitoring

Supplier insurances and compliance documentation are monitored through VendorPanel.

### Active supplier risk management

Suppliers may be suspended where ongoing compliance requirements are not maintained.

## Rebates

MAV Procurement operates under a not-for-profit reinvestment model, with revenue generated through panel usage reinvested back into services, resources and procurement support for the local government sector.

A supplier rebate may apply to engagements under MAV Panel contracts, depending on the specific panel arrangement. Rebates are capped at up to 2% and are paid by suppliers to MAV Procurement following successful council engagements and completion of the goods, services or works delivered.



# Contract Reporting Requirements

## What is Contract Leakage?

Contract leakage occurs when councils engage suppliers through MAV panels, but the engagement is not reported or captured. This reduces visibility of contract usage across the sector and can impact accurate auditing, reporting and overall contract performance insights.

## Why Reporting Matters

- Helps MAV identify gaps where supplier reporting may be missing
- Ensures accurate data to support sector-wide benchmarking and insights
- Informs contract performance monitoring, reviews, and future panel design
- Supports the sustainability of MAV's reinvestment model

## Council Responsibilities

- Signed contract agreements or acceptance letters should be returned to [procurement@mav.asn.au](mailto:procurement@mav.asn.au) to support governance, auditability, supplier onboarding and ongoing contract administration.
- Notify MAV Procurement when panel contracts are used outside of VendorPanel and work collaboratively with us by providing engagement and spend data.
- Encourage suppliers to report all engagements through VendorPanel
- Reference the MAV contract name and number in all procurement documentation

By supporting accurate reporting, councils contribute to a stronger, more informed procurement ecosystem that benefits the entire sector.





# Step-by-Step Guide

## How to use a MAV Panel

This guide outlines the key steps for engaging suppliers through MAV Procurement panels, ensuring a compliant, efficient and value-for-money process aligned with your Council's Procurement Policy.

# Before You Start

- ✓ Identify the relevant Panel Contract to meet your needs.
- ✓ Review the relevant Panel Contract documentation to confirm whether the technical scope, service categories and terms and conditions meet your specific requirements.
- ✓ Determine whether a single supplier or multi-supplier RFQ approach is appropriate.
- ✓ Review available “active” suppliers’ compliances, pricing schedules and any customer contract conditions.
- ✓ Apply council procurement policy requirements, including thresholds, quotation requirements and approvals.

Before approaching the market, councils should take some time to define their requirements, including:

- The scope of the goods, services or works required
- The estimated value of the purchase
- Any project-specific risks, requirements, or considerations

Councils can access contract documentation, supplier details, pricing schedules and issue RFQs through VendorPanel.

If you don't have access, contact your Procurement Team to request a login.

Some MAV arrangements, particularly sole supplier, subscription or software-based contracts, may require councils to execute agreements, including Master Services Agreements, accept subscription terms or complete onboarding documentation.

Specific engagement requirements, insurance obligations and contract conditions vary by arrangement and are outlined within the relevant VendorPanel documentation.

**Tip: Where the contract documentation provides sufficient information, councils can engage directly with their chosen supplier.**

# Create & Issue RFQ

## Raising RFQ's through VendorPanel

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### Create and Issue a RFQ

#### Using VendorPanel, councils should:

- Develop a clear scope, basket of goods and/or technical specification (which-ever is relevant) for the engagement, including any supporting documents to ensure suppliers fully understand the council's needs.
- Prepare and upload a tailored pricing schedule to capture detailed and comparable costings.
- Review the Customer Contract Conditions (usually Schedule E of the Head Agreement) to determine whether terms have already been established by the MAV, or if your council's preferred terms and conditions need to be included (noting this is required for some panels, such as Statewide Roads).
- Determine whether any additional evaluation criteria beyond the tailored pricing schedule is required. These may be qualitative and/or quantitative and should relate to matters not already assessed during the initial panel tender process.
- Include any specific questions for suppliers within the RFX to support assessment of the proposed works, goods or services.
- Note that VendorPanel will generate a unique RFQ reference ID (you may also include your internal council reference if required).



### What to Include

- Scope of work / project brief
- Pricing schedule
- Evaluation criteria
- Council contact for clarifications from suppliers

### What not to Include

- Requests for supplier capability (already pre-assessed by MAV)
- Request for insurance certificates (unless higher levels are required by Council)

# Finalise Engagement

Raising RFQ's through VendorPanel

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## Evaluate Submissions

Once the RFQ closes:

- Evaluate submissions against your criteria
- Confirm pricing does not exceed panel ceiling rates
- Assess value for money (quality + cost)

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## Get Approval

Seek internal approvals in line with your Procurement Policy before proceeding.

It is good practice to save RFQ submissions and clarifications in your Council's records management system.



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## Issue Purchase Order

Raise a purchase order including:

- Scope and deliverables
- Delivery timelines
- Agreed rates and total cost
- MAV contract reference

Finalise the RFQ in VendorPanel and record the awarded supplier.

Notify unsuccessful suppliers and provide feedback where appropriate.

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## Execute the Customer Contract

Formalise the engagement with the supplier. This may include:

- Letter of Award (referencing MAV contract number)
- Customer Contract Conditions
- Approved quotation or order details



# Alternative Engagement

Engaging outside of VendorPanel

## Engagements Outside VendorPanel

Where VendorPanel cannot be used, councils must:

- Clearly reference the MAV contract name and number in all engagement documentation or correspondence, ensuring suppliers are aware the engagement is under the panel.
- Ensure engagement terms are clearly documented.
- Notify MAV Procurement via [procurement@mav.asn.au](mailto:procurement@mav.asn.au) of the engagement/s and provide supporting evidence (acceptance letter, purchase order or relevant financial data).



Always follow your Council's Procurement Policy when using MAV panels, this determines how you engage suppliers, including RFQ requirements, thresholds and approvals.





## Support

### **Contract-specific enquiries**

Contact the MAV Procurement Contracts Team at [procurement@mav.asn.au](mailto:procurement@mav.asn.au), we are here to support you with any questions you may have.

### **Training and general support**

Contact Kelly Stevens, Growth and Engagement Manager at [kstevens@mav.asn.au](mailto:kstevens@mav.asn.au).

### **VendorPanel Training**

In partnership with VendorPanel, MAV delivers regular training sessions to help council officers confidently navigate the platform and effectively engage with MAV panel contracts. You can [view upcoming training sessions on our website](#).