



# Zoos Victoria SUPPLIERS GUIDE

**ZOOS**  
VICTORIA  
*Fighting Extinction*





# Acknowledgement of Country

Zoos Victoria acknowledges the Traditional Owners of the Countries upon which our four zoos stand — the Wurundjeri, Bunurong, Wadawurrung and Yorta Yorta peoples.

We recognise the deep historical, physical and spiritual connections that Victoria's First Peoples have with Country. We pay our respects to Elders past and present, and extend this respect to all Aboriginal and Torres Strait Islander Peoples.

We are dedicated to bringing about fundamental and transformative change alongside First Peoples. Our commitment lies in fostering meaningful partnerships that are based on listening, learning, sharing and collaborating for the health of Country. This includes addressing the enduring legacies of colonisation, supporting First Peoples' self-determination and honouring their stewardship of Country.

## Contents

About Us.....	4
Wildlife Footprint .....	4
Partnering through Procurement .....	5
Audience Summary .....	5
What Is Procurement .....	6
ESG In Procurement.....	8
Sustainable Operations.....	8, 9
Kinaway Chamber of Commerce.....	9
State Purchasing Contracts .....	10
Onboarding   Contact .....	11



# About Us

Zoos Victoria is a zoo-based conservation organisation located in Victoria, Australia. We are responsible for the operations of Melbourne Zoo, Healesville Sanctuary, Werribee Open Range Zoo and Kyabram Fauna Park. We are established and mandated under the Zoological Parks and Gardens Act 1995.

Zoos Victoria is a Victorian Government Agency, and as such we are mandated to use the Victorian Government Purchasing Board (VGPB), State Purchasing Contracts (SPCs) and apply Ministerial Directions to Public Construction contracts. We provide reporting to the Victorian Government on our Procurement Processes through the Annual Attestation process for each Financial Year period, along with our Annual Report. As a Victorian public entity, it is our obligation to ensure that Zoos Victoria’s spend is ethically managed with integrity, transparency and accountability.



For an in-depth overview please visit: [Zoos Victoria Corporate Plan 2024-2027](#)

# Partnering through Procurement

We acknowledge that tendering for goods, services or construction projects opportunities at Zoos Victoria can be a highly competitive and contested process. This guide is designed to encourage both existing and new suppliers to form productive, mutually beneficial partnerships with Zoos Victoria. For existing suppliers, this guide should also help to understand Zoos Victoria Procurement operations and requirements.

## Audience Summary

Zoos Victoria has a significant and powerful audience with a total visitation working towards 3 million people.

Additionally, the Zoos Victoria membership base is one of the most significant in Victoria with approximately 350,000 members. Zoos Victoria owned communication channels reaches over half a million through social media, more than 420,000 through direct mail and exceeds 2.8 million annual website visits.



**Four** world class zoos



**357,000 members** largest in Victoria



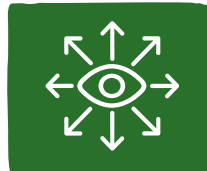
**3 million visitors** by 2025



**2.8M+** website users



**420,00+** combined eDM reach



**550,00+** combined social reach



## Zoos Victoria Wildlife Footprint



**160+** years of history



**459** unique animal species across our Zoos



**5798\*** individual animals in our care across our zoos



**833** acres under management across four zoos





## What is Procurement?

Procurement is the process of acquiring goods, services or works from an external source and agreeing to terms often via a tendering or competitive bidding process so Zoos Victoria can service our people, animals and properties appropriately. As the value of the project increases, so do the Victorian Government tendering requirements, noting that all thresholds for Construction are Inclusive of GST and all Goods and Services thresholds are Exclusive of GST.

### Procurement Activity Plans

In the first Quarter of each Financial Year, Zoos Victoria publishes its planned Procurement above \$100,000 for the year on our website in the Procurement Activity Plan (PAP). The PAP provides insight into budgeted projects, including details on location, estimated market release date, planned market approach, and the nature of the Procurement.

[Governance, Policies & Procurement | Zoos Victoria](#)

### Market Approaches

For spend up to \$75,000, Zoos Victoria is required to obtain one formal market quote which is covered under Zoos Victoria's Purchase Order Terms and Conditions.

Suppliers are encouraged to ensure that they provide all necessary information including policies or certification at the time of submitting.

### Tenders

During active Tenders, Suppliers must adhere to the tendering conditions for all communication, and must not offer any gifts, benefits or hospitality to Zoos Victoria. Suppliers who do not comply with the conditions and probity requirements, including disclosure of any conflicts of interest, will be disqualified from evaluation.

If a Mandatory Briefing is required for the tender, suppliers must send a representative for their organisation to attend the briefing. If a representative is not present at the briefing the supplier's submission will be disqualified from the evaluation process.

Suppliers should always offer their best price in their initial submission, as suppliers are shortlisted based on their tendered pricing, and may not be offered the opportunity to provide best and final offers.

Suppliers are encouraged to pay close attention to tender lodgement requirements and deadlines for submissions, and to submit early where possible.

### Limited Tenders

The process for limited tenders is requesting a minimum of three supplier submissions for the procurement, with the value of limited tenders between \$75,000 and \$750,000.

The only exception for the limited tender dollar threshold is Construction Services, which includes Architectural Services, Engineering Design, Surveying and Construction Project Management. The limited tender threshold for these services is \$75,000 and \$300,000 (inc-GST) under Victorian Government Ministerial Directions. For Construction Services above \$300,000 and Works valued above \$750,000 suppliers must be on the Construction Supplier Register.

[Information for suppliers of construction works and services | dtf.vic.gov.au](#)

### Open Tenders

All Procurements with value exceeding \$750,000 are required to be put to market via an Open Tender. This provides open opportunity to the marketplace and ensures a competitive bidding and evaluation process is undertaken. Open tenders are advertised through Zoos Victoria's Tenderlink portal, and forward notices are published on Buying For Victoria. Open Tenders for Construction Services are required from \$300,000.

Suppliers are invited to register (for free) on Tenderlink for upcoming Procurement opportunities and encouraged to ensure company contact details are kept up to date.

[Welcome to Zoos Victoria E-Tendering | tenderlink.com](#)

### Tenders \$1m and above

Tenders with a value greater than \$1million have additional government requirements, including Fair Jobs Code Accreditation, Local Jobs First application through ICN, Gender Equity in Construction, Social Procurement Framework Plans and other Victorian Government requirements. A guide to these requirements can be found here:

[Making it easier to do business with government | buyingfor.vic.gov.au](#)

### Tender Assessment

Both Limited and Open Tenders are individually assessed by an evaluation panel of subject matter experts, who determine the scores and ranking of the submissions.

Tendering Conditions are set out in Part B of the Tender documentation, and by submitting a tender, participants agree to the terms as stated.

The Tenderlink forum for tender questions is open until a week before the portal closes.

Procurement representatives may redact submissions pricing prior to evaluation panel assessment to ensure there is no unconscious bias from panel members.

Suppliers must submit a compliant tender before the tender deadline. If suppliers do not meet and address mandatory criteria or requirements they may be disqualified from evaluation, so suppliers are encouraged to ensure that their submissions are complete and submitted on-time.

Shortlisted suppliers may be contacted for clarifications during the evaluation process, or for an interview on a case-by-case basis.

Once awarded, all Limited and Open tender contract award summaries with a value of \$100,000 or more are published on the Buying For Victoria website.

[Buying For Victoria | tenders.vic.gov.au](#)



# ESG in Procurement

## (Environmental, Social and Governance)

Zoos Victoria is committed to supporting Ethical, Social and Governance objectives in Procurement, with each tender committing a minimum of 10% weighting to support these areas.

**Zoos Victoria has prioritised\*\* support for the following Social Procurement Objectives:**

- Sustainable Victorian social enterprises and First Nations business sectors\*\*
- Environmentally sustainable outputs\*\*
- Environmentally sustainable business practices\*\*
- Implementation of the Climate Change Policy Objectives\*\*
- Supporting Safe and Fair Workplaces\*\*
- Opportunities for Victorian First Peoples
- Opportunities for Victorians with disability
- Women’s equality and safety
- Opportunities for Victorian priority jobseekers
- Sustainable Victorian Regions

If your organisation has also committed to the above ESG objectives, or holds accreditation or registration in specialised fields, it is important to provide evidence in your tender submissions.

## Environmental Sustainability Policy & ESG Standards



### Sustainable Operations

Zoos Victoria was the world’s first certified carbon neutral zoo and we will not only maintain this status but will continue to advocate for sustainable operations; zero waste to landfill, reducing the use of single-use plastics and using renewable energy.

Zoos Victoria Sustainability Managers review the project environmental requirements for limited and open tenders.

**Zoos Victoria strives to:**

- Avoid the catastrophic consequences of climate change by maintaining Carbon Neutrality and reducing greenhouse gas emissions towards Net Zero Emissions.
- Protect the environment by preventing pollution.
- Protect our heritage values.
- Use our precious resources (such as water and materials) and energy efficiently.
- Reduce waste to landfill, promote resource recovery and circular economy.
- Incorporate Environment, Social and Governance in our procurement processes.
- Build positive gains for the environment especially for wildlife and biodiversity.

### Sustainable Operations (Continued)

Zoos Victoria uses the ISO 14001:2015 Environmental Management System (EMS) to manage its environmental performance and minimise environmental impacts including its carbon emissions.

The Zoos Victoria Ethical Procurement Committee is developing product standards and procurement processes that support our vision and alignment with the Sustainable Development Goals.

ESG Standards for specific categories are in continuous development (e.g. aquatic seafood, timber). Collaboration with suppliers in these areas is imperative to ensure we are meeting the appropriate and approved ESG standards. Suppliers who provide goods that fall within the ESG Standards are required to provide traceability for the chain of custody of those items and provide audit reports and certification (where required).

Zoos Victoria seeks supplier partnerships based on our values; trustworthy, compassionate, curious, calm, optimistic and inclusive, that share our vision for a more sustainable future.



### Kinaway Chamber of Commerce

Zoos Victoria is a Kinaway Member.

Kinaway works to provide business support and advice to Victorian Aboriginal and Torres Strait Islander people, and to help improve the visibility and networks of Aboriginal and Torres Strait Islander businesses to strengthen relationships and create opportunities.

For more Information visit: [Kinaway Chamber of Commerce](#)

If your organisation has also committed to the above ESG objectives, or holds accreditation or registration in specialised fields, it is important to provide evidence in your tender submissions.

Zoos Victoria is committed to engaging meaningful partnerships with First People and work done for Country.

# Which State Purchasing Contracts (SPCs) is Zoos Victoria mandated to use?

Under the Victorian Government Procurement Reform, Zoos Victoria is mandated to use SPCs in the following categories. Some are sole suppliers, and others are panels or registers:

- Banking Financial Services
- Electricity (Large and Small Sites)
- End-user Computing Equipment
- eServices Register (IT services, equipment and maintenance)
- Fuel and Associated Products
- IT Infrastructure Register (servers, storage, network equipment, maintenance and support)
- Legal Services Panel
- Mail and delivery services
- Marketing Services Register
- Master Agency Media Services
- Motor Vehicles
- Motor Vehicle/Fleet Disposals
- Natural Gas (Large and Small Sites)
- Print Management Services
- Professional Advisory Services
- Security Services
- Staffing Services
- Stationery and Workplace Consumables
- Telecommunications Services
- Travel and Management Services

Additional SPCs may be entered into and mandated by the Victorian Government from time to time. Suppliers are encouraged to contact the Victorian Government on details of how to join or register for the above categories.  
[State purchase contracts and registers | buyingfor.vic.gov.au](#)

# New Suppliers Onboarding & Questionnaire

If your organisation is contacted by Zoos Victoria to be added to our finance system as a registered supplier, we will request banking details and agreement to our Terms and Conditions. It is important to return these details in a timely manner so that we can engage your organisation; as no goods, services or works can commence without a valid Purchase Order generated from our finance system.

**As a Victorian Government Agency, Zoos Victoria does not sign supplier terms and conditions.**

**A link to the Terms and Conditions can be found here:** [ZV Purchase Order Terms & Conditions.pdf](#)

During the onboarding process we may request that your organisation completes our Supplier Questionnaire, which consists of questions relating to your business practices. Zoos Victoria is required to request this information and maintain transparency, to report on our supply chain to the Victorian Government.

**Still Have Questions?**

**For procurement queries please contact [procurement@zoo.org.au](mailto:procurement@zoo.org.au) for more information.**

