

Tasmanian Industry Participation Plan Executive Summary

Procurement details

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| Procurement Reference No. | DRS 2018 |
| Procurement title | External Debt Recovery Services |
| Name of Responsible Agency/Entity | Department of Treasury and Finance/PPB |

Supplier details

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| Name of supplier | Midstate CreditCollect Pty Ltd |
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Executive summary

Midstate CreditCollect (MCC) is a boutique debt recovery services agency focused on being a natural extension of our client's collection function. We do this by tailoring systems, processes and the customer approach with clients that are seeking to preserve their brand and reputation as well as enhance the customer experience. MCC has 43 (and growing) staff across offices in Victoria (located in Traralgon, Bendigo and Ballarat) and is represented by a legal firm in Melbourne. Currently, MCC has no staff employed in Tasmania and will subcontract the engagement of local agents based in Tasmania.

MCC staff will visit Tasmanian clients under this contract and will utilise accommodation, travel, meals and other incidentals with locally owned SMEs. Locally owned SMEs will be preferred over nationally owned entities.

Our stated customer engagement strategy will aim for monthly or bi-monthly visits to Tasmanian clients.

MCC intends to identify and engage with subcontractors and/or other SMEs, by using existing suppliers and established local suppliers in relation to the delivery of the contract, however MCC also has a focus on continuous improvement and may trial new suppliers as champion challengers as the contract evolves.

Additionally, MCC intends to include Tasmanian clients in this decision making process for the recommendation of local suppliers.