



19 September 2019

Dr Matthew Butlin  
Presiding Commissioner  
South Australian Productivity Commission

By provision via the [www.sapc.sa.gov.au](http://www.sapc.sa.gov.au) website facility

Dear Dr Butlin

## Government Procurement Inquiry Stage 2 - Submission Response

As the Founder of a technology Startup, TCPinpoint, I write to you in response to the Inquiry into Government Procurement Stage 2.

Our company has had first hand experience with the breakdown of a decision to procure the services of our innovative and novel software. TCPinpoint is designed for the property industry to manage the complex process of delivering retail and commercial property. Our innovation brings together key business processes and functions to the one platform, to create efficiencies and transparency of information sharing.

In September 2018 we were successful in receiving written confirmation as to a pilot use of our software on the Lot Fourteen development. As we stepped through this process and incurred considerable expense, we were then met with procurement challenges by virtue of security and pricing approval. This then resulted in us losing the pilot opportunity and a great level of frustration as to the lack of communication as to why this had occurred. Full details of these disappointing outcomes can be provided if requested.

We have since considered *Section 4.2.1.1 South Australian procurement system design for promoting innovation* of the Inquiry into Government Procurement Stage 2 (pages 188 - 198). We encourage the adoption of the Chief Entrepreneur and the Industry Advocate's Smart Procurement Policy to become part of the government's entrepreneurship and innovation policies and programs for a number of reasons.

Firstly, the opportunity for appropriate government personnel to feel supported and encouraged to engage with innovative companies like TCPinpoint will enable faster procurement decisions. In turn, this

Flinders New Venture Institute  
Level 2, 1284 South Road  
TONSLEY SA 5041



will align with a growth company's speed to market and opportunity to iterate on the products and services offered to government.

Secondly, the opportunity to preserve our valuable IP is noted via the Smart Procurement Strategy and we would recommend its adoption by the Commission.

Finally, the proposed Smart Procurement Strategy would enable companies like ours to not only be seen as a trusted Government service provider, but also attract additional enterprise level private custom, in addition to enabling projectile growth opportunities to enable us to explore international markets and take South Australian innovative practices global.

Without this, we face the uphill challenge of ongoing fund raising which, in the Australian climate, is time consuming and detrimental to the customer focus initiatives we would prefer to be adopting and implementing.

Should you require any further detail or information in relation to the above I would be pleased to meet with you.

Regards

Rachel Kidwell  
Founder & CEO  
[REDACTED]  
[rachel@tcpinpoint.com](mailto:rachel@tcpinpoint.com)