	TITLE: Procurement Standard TPP118 Feedback Procedure for Economic Operators	OWNER: Purchasing Manager	LAST MODIFIED: 17 th April 2008
---	---	--	--

Feedback Procedure for Procurement Activities


The purpose of this document is to define the feedback process for Economic Operators only. This process should be followed if a supplier and or potential supplier feels Translink have fallen short of the values and principles set out in this procedure.

Procurement Principles

Translink is committed to the guiding principles which govern the administration of public procurement. Translink will seek to apply these in our dealings with suppliers and potential suppliers.

The principles are:

- 1) Transparency – ensuring that as far as possible there is openness and clarity in policy and its delivery.
- 2) Competitive Supply – utilise competitions unless there are convincing reasons to the contrary.
- 3) Consistency – procurement policy all other things being equal to be will be consistent with other general procurement policy in the public sector.
- 4) Effectiveness – meet the commercial, regulatory and socio-economic goals of government in a balanced manner appropriate to the procurement requirement.
- 5) Efficiency – carry out all procurement processes as effectively as possible.
- 6) Fair Dealing – treat suppliers fairly including protecting commercial confidentiality where required and will not impose unnecessary burdens or constraints on suppliers or potential suppliers.
- 7) Integrity – ensure that the appropriate policies and procedures are in place to prevent corruption or collusion with suppliers or others.
- 8) Informed Decision Making – base decisions on accurate information and monitor requirements to ensure that they are met.
- 9) Legality – conform to all legal requirements.
- 10) Integration – pay due regard to Government’s other economic and social policies.
- 11) Accountability – effective mechanisms are in place to enable the Accounting Officer to discharge their responsibilities on issues of procurement risk and expenditure.

	TITLE: Procurement Standard TPP118 Feedback Procedure for Economic Operators	OWNER: Purchasing Manager	LAST MODIFIED: 17 th April 2008
---	--	---------------------------------	---

12) Responsiveness - endeavour to meet the aspirations, expectations and needs of the community served by our procurement.

Steps to take by Economic Operators only:

Step 1

The Purchasing Department aim to provide a high quality, efficient and professional service but, occasionally, things can go wrong. If you feel The Purchasing Department have fallen short in our dealings with you and you do not get the service or information you expect, you should immediately tell the member of staff with whom you are dealing. He/she will listen to your feedback and try to resolve the problem.

Step 2


If the member of staff with whom you are dealing have not been able to resolve the issues you may then put your case in writing to Translink Purchasing Manager briefly setting out the details of your feedback. Where possible the issues your feedback has raised will be dealt with immediately, but if investigation is needed the Purchasing Department will aim to get back to you with a full response within 10 working days.

Step 3

If you remain dissatisfied having heard from the Translink Purchasing Manager, you may then put your case in writing to the Director of Finance, who will carry out his/her own investigation and the Director of Finance shall try to inform you where practical of his/her findings within 15 working days of receipt of your case presented in writing. If it is not possible to provide a full response within this time because, for example, the matter requires a more detailed investigation, you will be kept informed of progress.

Step 4

If you remain dissatisfied having heard from the Director of Finance, you may then present your case in writing to the Chief Executive, who will carry out his/her own investigation and the Chief Executive shall try to inform you where practical of his/her findings within 15 working days of receipt of your

	TITLE: Procurement Standard TPP118 Feedback Procedure for Economic Operators	OWNER: Purchasing Manager	LAST MODIFIED: 17 th April 2008
---	---	--	--

case presented in writing. If it is not possible to provide a full response within this time because, for example, the matter requires a more detailed investigation, you will be kept informed of progress.

Your views and the Purchasing Department's aim to drive improvement:

The Purchasing Department are interested in your opinions. The Purchasing Department will listen and, where appropriate, act upon your suggestions/comments. If you have any comments on the procurement process you should contact the Purchasing Manager at the address listed below.

Our contact details for Economic Operator feedback only are:

Purchasing Manager Translink 3 Milewater Road BELFAST BT3 9BG	Director of Finance Translink 3 Milewater Road BELFAST BT3 9BG	Chief Executive Translink Central Station BELFAST BT1 3PB
Telephone for general enquires: 028 9035 1201		

Please note that TPF3053 the Formal Complaints Register should be completed by the Purchasing Department if a complaint is received.