# **Table: Summary of the complaints received in 2020–21**

Extract from Victorian Government Purchasing Board Annual Report 2020-21

| **Organisation** | **Number** | **Nature of complaint** | **Action taken** | **Status** |
| --- | --- | --- | --- | --- |
| Cenitex | 1 | An unsuccessful tenderer indicated that a Cenitex staff member requested information from one of its subcontractors, under the mistaken assumption that the subcontractor was working for the successful tenderer. The unsuccessful tenderer perceived this as a conflict of interest. | Complaint investigated and external probity advice sought, which confirmed no basis for the complaint. Responded to complainant in April 2021 advising that the request was not authorised, and no information was needed from the unsuccessful tenderer. No further response was received from the complainant. | Resolved |
| Environment, Land, Water and Planning | 1 | An unsuccessful tenderer complained about the suitability of the selection team and inconsistency between information provided by tender briefing documents and DELWP project manager. | Tender process paused for review which found that the evaluation team was suitable and the complainant’s understanding and recollection from a verbal exchange could not be substantiated.  | Resolved |
| Health / Families, Fairness and Housing | 1 | Supplier asked department to accept late bid. | Complaint investigated and response sent on 21/12/2020 stating late bid would not be accepted. | Resolved |
| Health / Families, Fairness and Housing | 1 | Supplier complained that proper procurement process was not followed. | Complaint investigated and response sent on 03/03/2021 stating processes were appropriate and correct. | Resolved |
| Treasury and Finance | 3 | Three complaints regarding not properly being informed of the timing for submissions for an SPC. | The CPO investigated and found that the integrity of the tender process had not been compromised, a view supported by the independent probity adviser engaged by DTF to oversee the process. | Two resolved, one referred to the VGPB – currently under investigation |
| Victoria Police | 1 | An unsuccessful tenderer indicated it was not given an explanation as to why bids were unsuccessful and alleged that a current employee involved in the evaluation was a former employee of the successful tenderer. | An internal investigation, assured by an external probity practitioner, found that the tender process complied with VGPB policies and processes, and the tenderer was given feedback when requested. No evidence supports the allegation that a current Victoria Police employee was previously employed by the successful tenderer. | Referred to VGPB – currently under investigation |
| **Total** | **8** | **NA** | **NA** | **NA** |