

Procurement Complaints Management

State Transit is committed to conducting its procurement activities in an honest, fair, timely, accountable, and transparent manner.

If a supplier has an issue or concern they should:

For issues relating to tender activities

- contact the nominated Contact Officer published on the Invitation to Tender.

For issues relating to purchasing activities

- contact the officer conducting the purchasing process.

For issues by contractors relating to a contract they hold with State Transit

- contact the nominated Contract Manager.

If an issue is still unresolved or there is a concern about the resolution process, suppliers should contact:

- Principal Manager Procurement and Insurance
Tel: 02 9582 5992
Email: donal_nolan@sta.nsw.gov.au.

If the issue continues to be unresolved, or it is more appropriate to raise the issue with an officer independent of State Transit's procurement unit, the supplier should contact:

- State Transit Procurement Complaints Officer
Principal Manager Risk and Quality
Tel: 02 9298 6737
Email: procurement@sta.nsw.gov.au

The State Transit Procurement Complaints Officer undertakes any necessary investigations required. State Transit investigates issues promptly and will attempt to respond within 15 business days. Where a prolonged investigation is necessary, regular feedback will be provided.

A complainant may seek a final review of the Procurement Complaint Officer's determination from the Executive Director Asset Management.

At the conclusion of State Transit's investigation process if the complainant is not satisfied, the matter – including all related documentation – may be referred to the NSW Procurement Board, which will review how State Transit has dealt with the matter and determine if further action is warranted.