



## **Dealing with Suppliers**

Process | Requisitioners

### **Dealing with Suppliers**

Suppliers are an important part of the system that enables the University to carry out its everyday functions.

They are a vital source of goods, services and expertise and should be dealt with in a manner that ensures the most effective use of their specialties and upholds the highest standards expected within public life.

All dealings with suppliers should be governed by the following principles:

**Transparency** - provide true and fair information to suppliers and be clear on what is wanted and why.

**Integrity** - all suppliers must be treated fairly and equally, and interactions should always be for the benefit of the University. Under no circumstances are personal inducements or gain acceptable and supplier relationships must not be so close that open and fair competition is compromised.

**Respect** - suppliers and their representatives are doing their job and should be treated with consideration and professional courtesy. Where suppliers fail to demonstrate these qualities in return refer them to the Procurement Office.

**Discretion** - information provided by suppliers is confidential and under no circumstances must legal documents, technical solutions, detailed specifications or pricing information be released to other suppliers or third parties, without express prior agreement.

### **Dealings with Suppliers as part of a Tender:**

Competitive tendering is an established means of attracting interest from the market and of demonstrating value for money.

For tendering to be effective competition must be real and follow a process that ensures bona fide bids are submitted.

For formal tenders conducted under the Public Procurement Regulations, mandatory and proscriptive rules apply and the highest standards must be observed - if you are involved in such a tender you **MUST** involve staff from the Procurement Office.

### **Pre-tender**

You may engage in a technical dialogue to understand what the market has to offer and to gather an indication of the best means and likely cost of meeting your requirement.

You must not:

- Give a single supplier an unfair advantage or create a 'preferred supplier' where known competition exists.
- Give an indication or expectation that a purchase will result or that a supplier will be entitled to any business.

### **During Tender**

You may:

- Hold discussions (meetings, open days etc.), with all suppliers to allow them to understand the requirement in more detail.
- Share general information relevant to all suppliers with all suppliers;

You must:

- Treat all suppliers equally and fairly in terms of access to information and personnel;
- Ensure supplier discussions are undertaken only with contacts identified within the tender documentation.

You must not:

- Give one supplier preferential treatment even where they are an incumbent.
- Allow open access by one supplier to any staff involved in the tender evaluation.
- Share detailed information on solutions/approaches from one supplier with others.

### **Post Tender**

You must not reveal the details of supplier's bids to other suppliers.

You should provide feedback to suppliers and contact the Procurement Office for advice on how to do this.