

# Complaint Form



**Transnet Procurement  
Ombudsman**

Please complete this form in order to enable the Transnet Procurement Ombudsman to attend to your complaint.

- You can download this form and the Transnet Procurement Ombudsman's Terms of Reference off the Transnet website ([www.transnet.net](http://www.transnet.net)).
- Email your completed form to [procurement.ombud@transnet.net](mailto:procurement.ombud@transnet.net) or fax it to us on 011 308 2637.
- Should you require assistance to complete the form, please contact us on the email address above and an appointment will be set up to assist you.

## Your details:

Title	
First name(s)	
Surname	
Organisation	
Address	
Telephone number	
Fax number	
Email address	

## Details of the Transnet Operating Division to which the complaint relates:

Operating Division	
Tender number	
Description of goods/services requested	
Address	
Contact person at Operating Division	
Telephone number	
Email address	

**Grounds for complaint (Please tick the appropriate box)**

**RFP document:**

- Unclear / incomplete specification
- Specification biased toward a certain product brand
- Unfair / biased evaluation criteria
- Unable to obtain clarification
- Response time too short
- Insufficiently detailed RFP
- Other \_\_\_\_\_

**Communication:**

- Unauthorised communication with other tenderers during the evaluation period
- Briefing session problems eg. Late comers allowed to enter
- Other \_\_\_\_\_

**Evaluation process:**

- Acceptance of a late tender
- Incorrect evaluation methodology
- Unfair evaluation process
- Unfair exclusion / disqualification from procurement process
- Other \_\_\_\_\_

**Award:**

- Unfair advantage given to the successful bidder
- Bias
- Contract award differs from RFP eg. scope, period or specification has changed
- Other \_\_\_\_\_

**Details of your complaint (Please provide as much detail as possible):**

**In order to facilitate an expeditious resolution to your complaint please ensure that you have:**

- ✓ included everything you want to tell us about your complaint.
- ✓ enclosed copies of any supporting documentation.

Please note that we will use the details supplied by you on this form in order to initiate an investigation into your complaint. We may however need to contact you to obtain further information.

**Please read and sign the following declaration:**

1. I hereby request that the Transnet Procurement Ombudsman investigate my complaint.
2. I confirm that all the information I have submitted is to the best of my knowledge true and accurate.
3. I understand that:
  - 3.1 the Ombudsman may need to provide information about my complaint to the Operating Division I have complained about.

  

_____	_____
Signature	Date