

Customer Charter

About us

The Central Procurement Board (CPB) is set up under section 8 of the Public Procurement Act 2006 (PPA). It operates under the aegis of the Ministry of Finance and Economic Development and is responsible for the approval of award of major contracts by public bodies. The CPB:

- vets bidding documents and procurement notices submitted by public bodies;
- receives and publicly opens bids;
- selects persons from a list of qualified evaluators maintained by it to act as members of Bid Evaluation Committees and oversees the examination and evaluation of bids;
- reviews the recommendations of Bid Evaluation Committees and approves the award of contracts; or requires the Evaluation Committee to make a fresh or further evaluation on specific grounds.

Our Customers

Our customers are public bodies covered by the Public Procurement Act, Evaluators and Bidders.

This Customer Charter details our commitment to provide a high level of customer service. The Charter specifies how we conduct ourselves and the standards we endeavour to meet.

Our Commitment

We are committed to providing our customers with a professional, efficient and courteous service while ensuring value for money and timely acquisition through a fair and transparent procurement process.

Our vision is to be a model for efficient and effective public procurement in Mauritius.

Service focus

When dealing with CPB, public bodies can expect a high quality service.

Our services to Public Bodies:

- We vet draft bidding documents promptly and diligently, based on the PPA, Regulations, and Directives issued by the Procurement Policy Office.
- We communicate our views and suggestions regarding amendments to be brought to draft bidding documents in a timely manner and ensure that they are clear, unambiguous and unbiased.

- We attend promptly to queries and suggestions with courtesy, politeness, and with a positive and co-operative attitude.
- We ensure open discussions during our carefully defined and focused meetings.
- We set up Bid Evaluation Committees (BECs), comprising members with the required expertise and ensure that evaluation is carried out in a timely, fair, transparent and ethical manner, and without interference from any quarter.
- We approve award of contract in a timely, fair, transparent and objective manner while ensuring that value for money is achieved.
- We adhere to principles of good governance to ensure integrity of the procurement process.
- We inform public bodies promptly of award decisions for notification to bidders.
- We provide materials to Public Bodies for reply to challenges within the prescribed time frame.

Our services to Bidders:

- We ensure that the bidding documents issued to bidders, especially the specifications and the evaluation criteria, are clear, unambiguous and unbiased.
- We establish clear and transparent procedures for receipt and public opening of bids.
- We provide adequate facilities to bidders attending bid openings.
- We reply to relevant questions from bidders during public opening of bids in a clear and objective manner.
- We publish reliable, accurate and adequate information on CPB notice board and website after each bid opening.
- We ensure that evaluation of bids is conducted by competent and independent evaluators without interference from any quarter.
- We take decisions relating to recommendations for award in a fair, transparent and objective manner.



Confidentiality

We respect confidentiality in relation to all information held by the CPB. As per the Public Procurement Act and Regulations, we shall not disclose any information relating to the examination, clarification, evaluation and approval of award to bidders or to any other person not officially involved therein.

Our expectations

Our ability to provide a high level of service depends on you helping us.

Public Bodies:

- Giving us as much information about your queries, so as to be able to provide you with appropriate replies/guidance.
- Submitting well prepared and complete bidding documents for vetting, accompanied by a realistic procurement plan, up-to-date estimated cost and all other relevant information.
- Responding to our queries in a clear and timely manner.
- Submitting the final draft bidding document within the agreed time frame.
- Submitting for approval by the Board any draft addendum proposed to be issued.
- Providing feedbacks regarding award decisions, and shortcomings noted in bidding documents/evaluation criteria.

Bidders:

- Respecting deadlines set for submission of bids in order to avoid non acceptance.
- Submitting complete bids with all required information and documents to avoid delay in the evaluation process.
- Giving us feedback regarding our service delivery.
- Treating our staff with courtesy.

Improving our service

Customer feedback is essential for improving our services. Should you have positive or negative feedback about the service provided to you by the Central Procurement Board, along with any suggestion for improvement, please let us know via the online complaints and feedback system: <http://cpb.govmu.org>



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