



3 October 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 8 August 2024, requesting information regarding contracting delays, and wording provided to prospective, current, or previous contract holders regarding contracting and procurement decisions being delayed.

Please accept my apologies in the delay in responding to your request. It was initially anticipated that the Ministry would hold a large amount of information and documents in scope, necessitating an extension to the due date. However, once the information collated, we have found it is much smaller in scope than originally anticipated. I acknowledge this response should have been able to be provided to you sooner.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

The information provided to service providers regarding any delays with the procurement process can vary depending on the specific circumstances of each procurement.

Each procurement is different, and we address delays and issues as they arise however there is no standard approach to the handling of these.

When there is a delay, the Ministry makes it a priority to communicate the details, either via GETS if this is the mechanism used, or via an alternative mechanism, ensuring providers are informed of the situation. We publish updates when necessary to keep providers aware, though the method may differ depending on the circumstances.

Once a procurement process is completed, there can sometimes be delays in finalising contracts. The Ministry works closely with all stakeholders to minimise these delays and provide updates as needed depending on the circumstances.

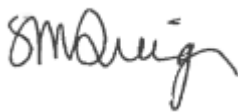
I have included examples of messaging used by the Ministry in advising tenderers of delays with the procurement process and the contract finalisation process in the **Appendix** below.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

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Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

## **Appendix:**

### **Example One: Messaging for delays in procurement process.**

Kia ora,

We wanted to provide an update to you about the Registration of Interest for Te Huringa o Te Ao – Supporting men's behaviour change Tranche Two, to which you have submitted a response.

We have received higher levels of interest in the fund than we had initially anticipated, which has resulted in an initial delay in communicating the outcomes of Stage One evaluation of the written proposals.

We had originally expected to contact you in the end of August with the outcomes of Stage One as per the timeline outlined in the Registration of Interest. We now anticipate outcomes for Stage One to be by the 6<sup>th</sup> September.

This change will not affect the shortlisted providers for Stage Two and the timeline will remain the same.

We appreciate your patience throughout this process.

### **Example Two: Messaging for delays in contract finalisation process.**

Kia ora,

We're getting in touch to let you know that there will be a delay in notifying you of the outcomes of the BFC Core tender. We appreciate you've been expecting outcome announcements as per our published timeframes, however we have experienced some unexpected delays in completing our process.

We sincerely apologise for any inconvenience caused by the delay and we will be in touch by the end of April.