



## Procurement Investigations & Inquiries (PI&I)

### Service Standards of 24 Hour Response

#### Fiscal Year 2012-13

- The Office of the Procurement Ombudsman (OPO) received 369 total contacts;
- Of those 369 total contacts, 3 did not meet PI&I service standards- of these, 2 were non-procurement related and 1 was procurement related.
  - 1 non-procurement related was acknowledged within 72 hours;
    - Information was received in the Office of the Procurement Ombudsman (OPO) electronic inbox August 23, 2012, but not acknowledged until three working days later. OPO apologized to the inquirer.
  - 1 procurement related was acknowledged within 96 hours;
    - File number was assigned, however the investigator did not acknowledge receipt and later apologized to the inquirer.
  - 1 non-procurement related was acknowledged within 96 hours;
    - File number was assigned, however the investigator did not acknowledge receipt and later apologized to the inquirer.

Fig.1

