

TITLE: Supplier and Bidder Grievances	POLICY DESCRIPTION: Process for Addressing Supplier and Bidder Grievances
PAGE: 1 of 1	TYPE: National Agreements
EFFECTIVE DATE: August 31, 2005	REFERENCE NUMBER: HPG.014

<p>SCOPE: All HealthTrust Purchasing Group (“HPG”) colleagues in all departments and all HPG Suppliers and Bidders.</p>
<p>PURPOSE: To establish a standard process for addressing Supplier and Bidder grievances reported to HealthTrust Purchasing Group.</p>
<p>POLICY: Bidders who are not awarded HPG contracts are notified via a standard “Vendor Notification Letter” (see Exhibit A) from the applicable HPG Contract Manager. If Suppliers and Bidders have questions or concerns, they are asked to contact the applicable HPG Contract Manager. Legal or ethical concerns should be reported to HPG’s toll free Ethics Hotline. Finally, all Suppliers and Bidders may write to the HPG VP of National Agreements if they have unresolved issues.</p>
<p>PROCEDURE:</p> <ol style="list-style-type: none"> 1. HPG Contract Managers notify Suppliers and Bidders who were not selected for a contract award using a standard “Vendor Notification Letter” (see Exhibit A). The standard letter explains why the vendor was not selected, and it asks the vendor to contact the Contract Manager if they have additional questions or concerns. 2. Suppliers and Bidders who believe that there are legal or ethical concerns with a contract bid or award may call HPG’s toll free Ethics Hotline which is published on the HPG website in the HPG Code of Conduct. 3. Finally, all Suppliers and Bidders may write to the VP of National Agreements if they have unresolved issues.
<p>REFERENCES: HPG.008 Contract Process Policy</p>



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EXHIBIT A

Vendor Notification Letter

Date

Contact Name

Vendor

Address

Address

City, State Zip

Dear **Contact Name**:

HealthTrust Purchasing Group (HPG) would like to thank you and your colleagues at **Vendor** for your proposal submission for the **Project Name** agreement.

However, please be advised that we have awarded the **Project Name** supply contract to another supplier based on extensive clinical, financial and operational review. HPG appreciates your efforts, and **Vendor** may be considered for other business opportunities as they arise.

Should you have questions or require further information, please feel free to contact me.

Respectfully,

Name

Contract Administrator

cc: **Name**, Vice President, National Agreements

Name, Associate Vice President, National Agreements