





HSE PROCUREMENT Customer Charter

The timely delivery of goods and services are crucial for the delivery of health and social care to the population of Ireland. HSE Procurement support the multi annual procurement planning process and maintain services to support routine requirements through Strategic Sourcing & Contracting and Logistics & Inventory Management. Procurement activities also help deliver on regulatory requirements such as the EU Medical Device Regulations, health and safety requirements and the broader Environmental, Social and Governance (ESG) agenda.

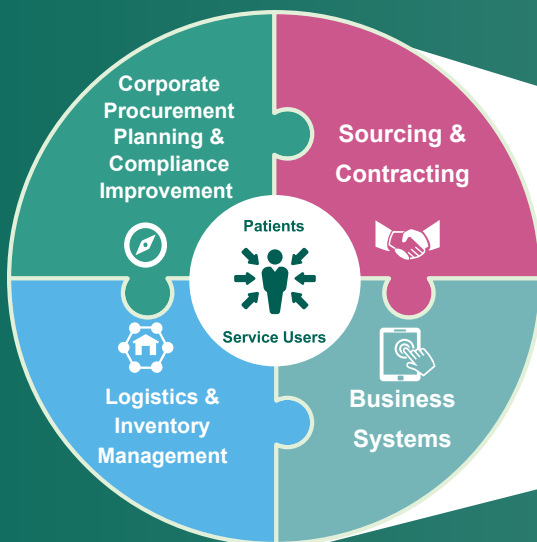
HSE Procurement commits to working collaboratively with you, our customer to source, supply and support you with your procurement related requirements. We look forward to working together, connecting, supporting and delivering procurement excellence across the health sector.

Our Procurement Objectives



	Support service delivery across the health sector	Provide continuity of supply; ensuring availability of appropriate quality goods and services where needed, when needed
	Maintain effective governance and compliance	Ensure the HSE and all staff members comply with procurement Directives, Legislation, Circulars and other legal requirements
	Achieve greater value for money to support reinvestment into patient care and service delivery	Ensure that purchasing is carried out in a coordinated and strategic manner that maximises opportunities for savings and improved compliance
	Facilitate environmental, societal and economic objectives through procurement	Encourage and stimulate opportunities for green procurement, innovation, social inclusion and participation by SME's and Micro Enterprises in the procurement process

Enabling Procurement



Integrated Procurement Approach for the Health Sector

Supporting:

- Health Service Divisions
- Section 38 Agencies
- Section 39 Agencies
- Tusla
- Other Government Departments and Agencies



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HSE Procurement Commitment to Customers

HSE Procurement will provide an integrated procurement service through our four core capabilities of:

Corporate Procurement Planning and Compliance Improvement with responsibility for co-ordinating multi-annual procurement planning, procurement relationship management, compliance improvement and capability and capacity development across Hospital Groups, CHO's, Section 38 and 39 agencies and Corporate Services.



Sourcing and Contracting which operates on a public sector wide basis in collaboration with the OGP (Office of Government Procurement) and directly procures and establishes compliant contracts for the health specific expenditure categories. Sourcing and establishment of contracts to enable self-service procurement.

Logistics and Inventory Management who manage the purchase, storage and distribution of goods to optimise efficiencies for service delivery. Drives greater efficiencies through management of stock at the point of use.



Business Systems who provide: Level 1 Procurement Helpdesk support; SAP Ariba Catalogue Management services; and HSE Procurement support for the Integrated Financial Management System (IFMS).

HSE Procurement Expectations of our Customer

The customer will:

- Treat HSE Procurement employees with respect
- Provide appropriate information to enable services to be delivered speedily and effectively
- Commit to meaningful engagement with HSE Procurement
- Make fair and constructive comments and suggestions about the service
- Highlight issues as they arise to HSE Procurement

You can contact us by emailing Procurement.comms@hse.ie