



PROCEDURE: BID DISPUTE RESOLUTION

The bid dispute resolution process is intended to ensure that any dispute is handled in an ethical, fair, reasonable, and timely fashion.

This bid dispute resolution procedure complies with bid protest or dispute resolution procedures set out in the applicable trade agreements.

Where a supplier wishes to dispute the outcome of a bid, subsequent to a debriefing with the Procurement & Contract department, the process outlined below is to be followed:

- 1.0 The aggrieved party is to file their bid protest with the Manager, Procurement & Contracts, by certified mail, within 15 business days of the debriefing meeting. The aggrieved party's filing should include:
 - The name and address of the supplier
 - Identification of the contract or bid solicitation being protested
 - Detailed and factual statement of the grounds for protest
 - Supporting documentation
 - Desired relief, action or ruling
- 2.0 The Manager, Procurement & Contracts will respond to the aggrieved party, by certified mail, within 10 business days of receiving the bid protest notice.
- 3.0 If a resolution cannot be achieved, the aggrieved party must contact the Vice President, Administration and Finance and copy the Manager, Procurement & Contracts, by certified mail, within 10 business days of receiving the first response from the Manager, Procurement & Contracts.
- 4.0 The Vice President, Administration and Finance will respond to the aggrieved party, by certified mail, within 10 business days of receiving the bid protest notice.
- 5.0 The final decision on the issue will be made by the Vice President, Administration and Finance, and will be resolved within 10 business days of receiving the bid protest.