

Bidder Complaints Settlement Log (Website Posting)

Fiscal Year 2018/19

Type *	Description of Complaint	Sector	Date Received	Date of Reply	Decision Made / Action Taken
A/C/E	<p>Complaint received under RFP WS160913336/Doc188361738</p> <p>Basis of complaint; Contended that their proposal submission was deemed non-compliant due to inconsistencies with the application of procurement policies and procedures.</p>	Government (NSHA)	January 29, 2019	March 22, 2019	<p>Complaint was reviewed by SNS-IS Procurement Review Committee (PRC). The vendor was informed of the purpose of the Procurement Complaint Protocol, as well as the findings from the review. The PRC determined that the procurement procedures and policy requirements were followed.</p> <p>It was noted that the findings did identify areas which could benefit from additional clarity regarding electronic bid submissions. It was acknowledged that these adjustments would be considered for future solicitations. Clarification was also given with respect to the debriefing process and client department involvement.</p>

- * Types:
- A. Procurement Process and Awards
 - B. Specifications
 - C. Procurement Policy
 - D. Evaluation
 - E. Business Process
 - F. Misc.