

## Bidder Complaints Settlement Log (Website Posting)

Fiscal Year 2020/21					
Type *	Description of Complaint	Sector	Date Received	Date of Reply	Decision Made / Action Taken
A/B/D	Complaint received under Doc438861965 RFP for Dry Docking and Shipyard Refit of the William G. Ernst Ferry	Government	Oct 30, 2020		Complaint was reviewed by a SNS-IS Procurement Review Committee (PRC).
A/B/D	Complaint received under Tender Doc# MET 20-01 - for the Provision of Security Services.  Basis of complaint regarding the procurement process.	Government	Nov 16, 2020	Dec 2, 2020	Complaint was reviewed by Procurement.
A/F	Complaint received under Tender RFSQ WS193215721 Basis of complaint; misunderstanding around contract terms and conditions.	Government	March 5, 2020	Aug 5, 2020	The complaint was reviewed, and the client department issued a response.

\* Types:

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