

## Bidder Complaints Settlement Log (Website Posting)

Fiscal Year 2016/17					
Type *	Description of Complaint	Sector	Date Received	Date of Reply	Decision Made / Action Taken
D	Complained, under RFP SR-15-H-16.  Basis of complaint; Evaluation of proposals was, using criteria that does not represent the businesses equally. Unfair Evaluation.	Agency (NSLC)	November 25, 2016	December 16, 2016	Complaint was reviewed by ISD Procurement. Vendor was notified the review process had been referred to the Ombudsman's office and NSLC Procurement, as the complaint was how the NSLC evaluated the RFX.
A/D	Complained, under RSO 60148958  Basis of complaint; Believed that there were several procedural issues regarding the evaluation of proposal, as well issues with the new design of the online application.	Government	May 31, 2016	June 20, 2016	Complaint was addressed. Vendor was advised that upon review, complaint was dismissed as it was determined that the solicitation process was in fact completed in accordance with the Proposal Evaluation Process (Section 4.2.1 and Section 4.3) as defined in RFP.
A/D/F	Complained, under RSO 60148543  Basis of complaint; Believes that the selected proponent is non-compliant with mandatory specifications in sections 1.1.1, 4.1.4, 4.1.7.	Government	March 14, 2016	May 5, 2016	<p>Initial vendor complaint was addressed. Vendor was advised that upon review, complaint was dismissed as it was determined that the complaint was not valid.</p> <p>Vendor was encouraged to attend a debrief session to receive feedback on how their proposal was rated relative to the published criteria.</p> <p>Second vendor response was addressed. Vendor was again advised that award was given in accordance with the evaluation process, and the complaint was dismissed as it was determined that the complaint was not valid.</p> <p>Advise was given that if further inquiries be directed to the FOIPOP Office, as well as encouraging a debriefing.</p>

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