



CFFM CI PROCUREMENT PROCEDURE

Bid Dispute Resolution Procedure

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Objective

To outline the procedure for bid dispute resolution. The process was developed to ensure bid disputes are appropriately escalated within the organization and handled in an ethical, fair, transparent and timely manner. This bid dispute resolution procedure complies with the requirements of the Canadian Free Trade Agreement.

Scope

This procedure applies to members of CFFM CI participating in or overseeing a procurement initiative including the Bid Administrator, Program Director and Managing Director. This procedure also applies to proponents who wish to dispute the outcome of a procurement process following a debrief meeting.


Procedure

1. In the event that a proponent wishes to review the decision of CFFM CI in respect of any material aspect of the procurement process they participated in, and subject to having attended a debriefing, the proponent shall submit a protest in writing to the Bid Administrator within ten (10) business days from such a debriefing. Any protest that is not received within the foregoing timeframe will not be considered and the proponent will be notified of the same in writing. The written protest shall include the following information:
 - Name and address of proponent
 - Identification of procurement solicitation being protested
 - Reasoning for protest with supporting documentation as required
 - Desired action or resolution
2. The Bid Administrator will escalate to the Program Director, who will respond to the proponent within ten (10) business days of receipt of the protest, in writing via email.
3. If resolution is not achieved, the proponent shall contact the Bid Administrator, who will escalate to the Managing Director. The Managing Director will form the final decision and respond within ten (10) business days of notification, in writing via email. Where appropriate, and at the discretion of the Managing Director, step 3 of this process may replace step 2.

Document Revision History

Date	Summary of Change	Revised By
October 3, 2020	Initial draft	Alex Coulson

Approval History

Approved version		10/08/2020
	<hr/> Mohamed Alarakhia, Managing Director Centre for Family Medicine Care Innovations	<hr/> Date