

PROCUREMENT

BYLAW 2021-103

Bid Dispute Protocol

EXTERNAL VERSION

Version: 2

Release Date: January 31, 2022

PROCUREMENT OFFICE

The logo for York Region, featuring a stylized white bird or wing icon above the text "York Region" in a white serif font, set against a green background.

York Region

PROTOCOL 8: Bid Dispute

PUBLISHED

1. PURPOSE AND INTERPRETATION

The Region is committed to following open, fair, and transparent procurement processes where a Supplier has an opportunity to raise a dispute in relation to a procurement process in which they participated, or in which they were interested in participating but did not due to the reasons triggering the dispute.

This Protocol establishes the process for handling bid disputes in a fair, transparent, consistent, and timely manner that is compliant with relevant trade agreements. This Protocol also helps to resolve issues that involve no significant factual or interpretive disagreement between the parties. This Protocol is not intended to resolve fundamental disputes over facts or legal rights and obligations, or to establish a mechanism to adjudicate such disputes.

This Protocol should be read in conjunction with the Region's Procurement Bylaw 2021-103 or its successor, the Bid Debriefing Protocol, [Appendix A – Competitive Bid Lifecycle Framework](#), [Appendix B – Bid Debriefing and Dispute Process Quick Reference Guide](#), and the Procurement Review Committee (PRC) Protocol.

2. DEFINED TERMS

Capitalized terms used in this Protocol are defined in the Glossary of Commonly Used Procurement Terms document.

3. APPLICATION

This Protocol is applicable when a Supplier raises a dispute in relation to any Regional procurement process, the value of which meets or exceeds the threshold mandated by the Trade Treaties.

Disputes may be raised by Prospective Suppliers and Participating Suppliers.

4. OBJECTIVES

Objectives of the Bid Dispute Protocol are to:

- a. Create a bid dispute process that is accessible, fair, transparent, consistent, and timely
- b. Identify opportunities for improvements to the Region's procurement processes; and
- c. Ensure accountability in the Region's procurement processes

5. ALIGNMENT TO 5Ps PROCUREMENT FRAMEWORK (INTERNAL USE ONLY)

Bid disputes can be raised:

- a. By Prospective Suppliers at any time following Step 8 – Release to Market in the Competitive Bid Lifecycle Framework ([Appendix A](#)) up until **ten (10) Days** following the date that the Bid Outcome Notice is posted on the Region’s bidding platform during Step 13; and
- b. By Participating Suppliers within **ten (10) Days** following a Debriefing held during Step 13 – Bid Completion & Closeout the Competitive Bid Lifecycle Framework ([Appendix A](#)).

6. ATTENDEES AT DISPUTE PROCEEDINGS

Attendees at the dispute proceedings must include:

- a. Voting Members of the Region’s Procurement Review Committee (PRC)
- b. Purchasing Representative facilitating the procurement
- c. Project Lead
- d. Deputy Regional Solicitor (as required)
- e. Commissioner of the Procuring Department (as required)

7. DISPUTE RESOLUTION UNDER TRADE AGREEMENTS

The process provided in this Protocol is separate and distinct from any dispute resolution processes that may exist under applicable trade agreements.

If a Supplier wishes to dispute a matter or bring a complaint under an applicable trade agreement, the Supplier must follow the process set out in the trade agreement, which may differ from the process set out in this Protocol.

8. RESTRICTIONS

Bid disputes have the following restrictions:

- a. **Debriefing requirement for Participating Suppliers:** Participating Suppliers must request and attend a Debriefing, as per the [Bid Debriefing Protocol](#), prior to raising a bid dispute.
- b. **Engagement in other Legal proceedings against the Region:** If a Supplier has commenced legal proceedings against the Region related to a procurement process, including any challenge under a trade agreement, a bid dispute, as set out in this Protocol, shall not be used to challenge the same procurement process.

9. BID DISPUTE PROCESS

The following process should be followed for all bid disputes.

9.1 Notice of Dispute

To initiate a formal bid dispute under this Protocol, the Supplier must submit a completed [Notice of Dispute Form](#) to the Director of the Procurement Office in accordance with the following:

- a. **Prospective Suppliers** must submit a notice of dispute no later than **ten (10) Days** following the Bid Outcome Notice being posted to the Region's bidding platform.
- b. **Participating Suppliers** must submit a notice of dispute no later than **ten (10) Days** following a Debriefing, required as per the [Bid Debriefing Protocol](#).

9.2 Acknowledgment of Notice of Dispute

The Director of the Procurement Office will endeavor to acknowledge the notice of dispute within **two (2) Business Days** of receipt by sending a [Bid Dispute Acknowledgement email](#).

9.3 Dispute Review by the PRC

- a. A bid dispute is reviewed and administered by the PRC in accordance with the [Procurement Review Committee Protocol](#).
- b. The PRC will be scheduled and provided with a copy of the **Bid Dispute Notice** and any other documentation considered relevant by the Director of the Procurement Office, to determine if further action is appropriate.
- c. The PRC will provide its determination to the Director of the Procurement Office through a documented **PRC Decision Report** and the Director of the Procurement Office will promptly notify the Supplier of the PRC Decision.

9.4 Grounds for dispute dismissal by the PRC

A dispute shall be dismissed by the PRC, where:

- a. The dispute is raised by a **Participating Supplier**, but:
 - (i) the [Notice of Dispute Form](#) is received more than **ten (10) Days** after the date of the Debriefing; or
 - (ii) a Debriefing has not been requested, or has not yet taken place in accordance with the [Bid Debriefing Protocol](#)
- b. The dispute is raised by a **Prospective Supplier**, but the Notice of Dispute Form is received more than **ten (10) Days** after the Bid Outcome Notice was posted on the Region's bidding platform;

- c. The Supplier has initiated legal action or has addressed the issue through other legal action.

9.5 Post-Dispute Review Process

If the dispute is dismissed, the Director of the Procurement Office will notify the Supplier of the reason for the dismissal by communicating the **PRC Decision Report**.

If the dispute passes the initial review, as established in Section 9.3 of this protocol, the following steps will apply:

- a. The Procurement Office will meet with the Project Lead to gather relevant background information in relation to the dispute.
- b. The Director of the Procurement Office will convene a PRC meeting to review and consider the dispute.
- c. The PRC will determine if the procurement in question has breached any applicable requirements of the Procurement Bylaw and/or any applicable trade agreements.

10. DETERMINATION

10.1 Upon completion of its review, the PRC will make a decision and issue a written determination to the Supplier:

- a. As prescribed in applicable Trade Treaties, the determination must be issued **within ninety (90) Days** from the receipt of the notice of dispute, unless an extension of time is warranted due to extenuating circumstances, in which case the findings will be issued **within 135 Days** after the filing of the dispute.
- b. The written determination should be completed by the lawyer participating in the Dispute Review Process and should include:
 - (i) A summary of the dispute
 - (ii) A detailed analysis of the findings
 - (iii) A proposed resolution to the matter, indicating any remedies being proposed (See Section 11– Potential Remedies)
 - (iv) Indication of any changes that will be made to the Region’s policies and practices to help prevent similar issues arising in future procurement processes

10.2 The written determination will be provided to the Procurement Office for issuance to the Supplier within **ninety (90) days** of the date that the notice of dispute was received.

10.3 The determination of the PRC is the final determination under this protocol. If the Supplier is not satisfied with the response of the PRC, the Supplier may consider other options, including challenges under the applicable trade agreements and/or other governing laws.

11. POTENTIAL REMEDIES

In accordance with the Region’s trade treaty obligations, if the PRC determines that a breach of any applicable requirements of the Procurement Bylaw and/or any applicable trade agreements has occurred, it may be resolved either through corrective action or financial compensation, as set out in the following table:

Pre-Bid Closing	Pre-Award	Post-Award
<p>Corrective action <u>may</u> be provided including extending the closing date of the Call for Bids or any other rapid interim measure that provides the Supplier with an opportunity to participate in the procurement.</p>	<p>Corrective action <u>may</u> be provided including re-evaluating Bids or any other rapid interim measure that provides the Supplier with an opportunity to participate in the procurement.</p> <p>Financial compensation <u>may</u> be provided when the procurement is closed, and corrective action is not feasible. It may be limited to either the costs for preparing the Bid or the costs relating to the bid dispute, or both.</p>	<p>Financial compensation <u>may</u> be provided when the procurement is closed, and corrective action is not feasible. It may be limited to either the costs for preparing the Bid or the costs relating to the bid dispute, or both.</p>

12. POST-DISPUTE

In consultation with the Director of the Procurement Office, a member of the Procurement Office will complete the Post-Dispute Form **within five (5) Business Days** from the date of the determination, save it in the Region’s document management system, and distribute to the PRC attendees.

Appendix A – Competitive Bid Lifecycle Framework

5Ps - 15 Steps Competitive Procurement Journey Map

COMPETITIVE BID LIFECYCLE FRAMEWORK

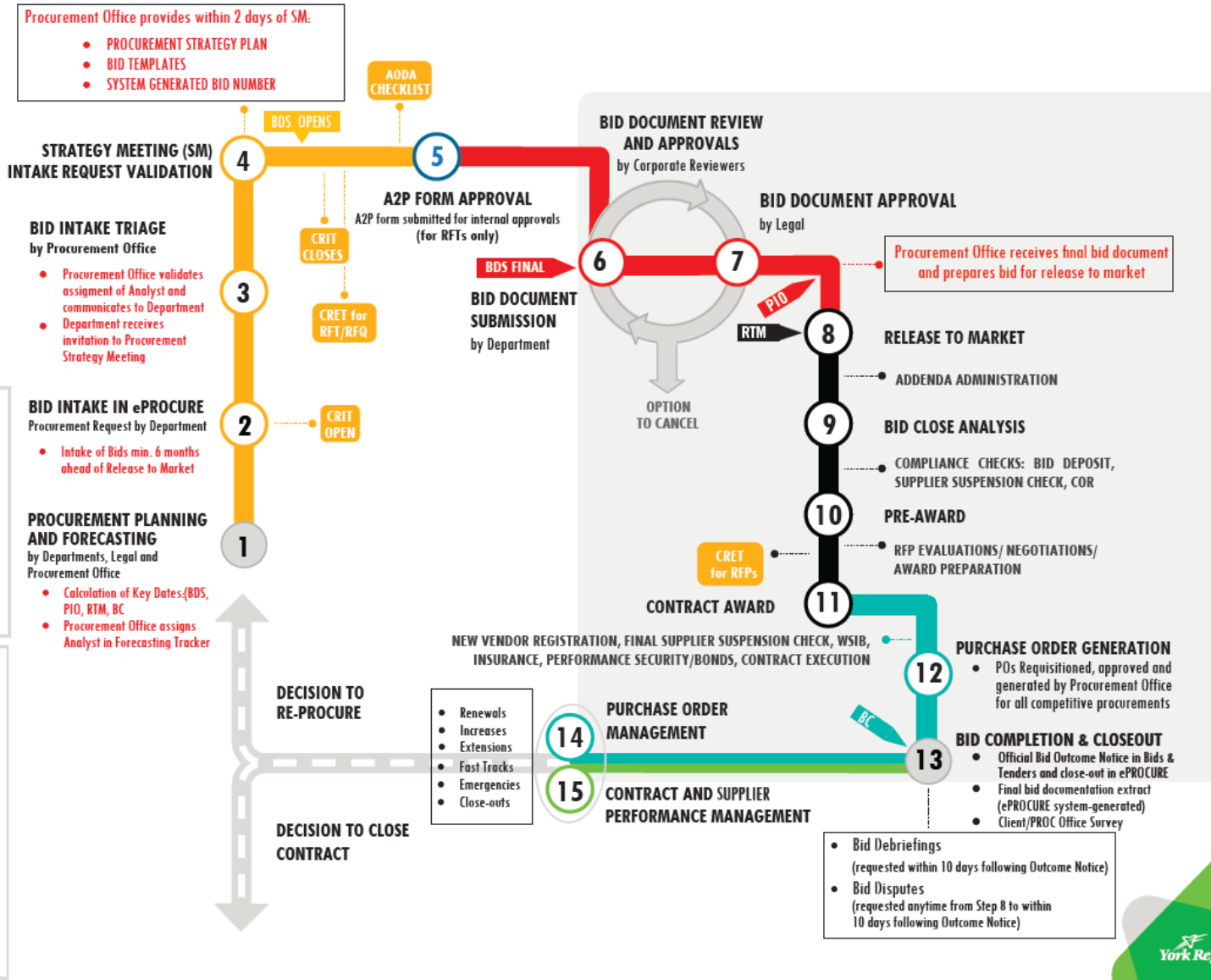


5Ps Framework:

- Plan = Departmental Planning, Forecasting and Intake Process (ePROCURE)
- Prepare = Bid Development Process
- Procure = Bid Release (Bids & Tenders)
- Pay = Purchase Order/Purchase Order Exemption/PCard
- Perform = Purchase Order Management and Contract and Supplier Performance Management

Confidential/Blackout Phase

A2P = Approval to Procure for RFTs at Step 5
 COR= Certificate of Recognition
 CRET = Cyber Risk Exposure Tool
 CRIT = Cyber Risk Information Tool
 Confidential/Blackout Phase = No communication with suppliers by Departments, only through Procurement Office
 Corporate Reviewers = Legal, Risk, IAM, Privacy, IT Security, Corporate Communications (as applicable)
 RFP = Request for Proposal
 RFT = Request for Tender
 RFQ = Request for Quotation
Key Dates:
 BDS = Bid Document Submission
 PIO = Procurement In Office
 RTM = Release to Market
 BC = Bid Completion



Appendix B – Bid Debriefing and Dispute Process Quick Reference Guide

BID DEBRIEFING AND DISPUTE PROCESS

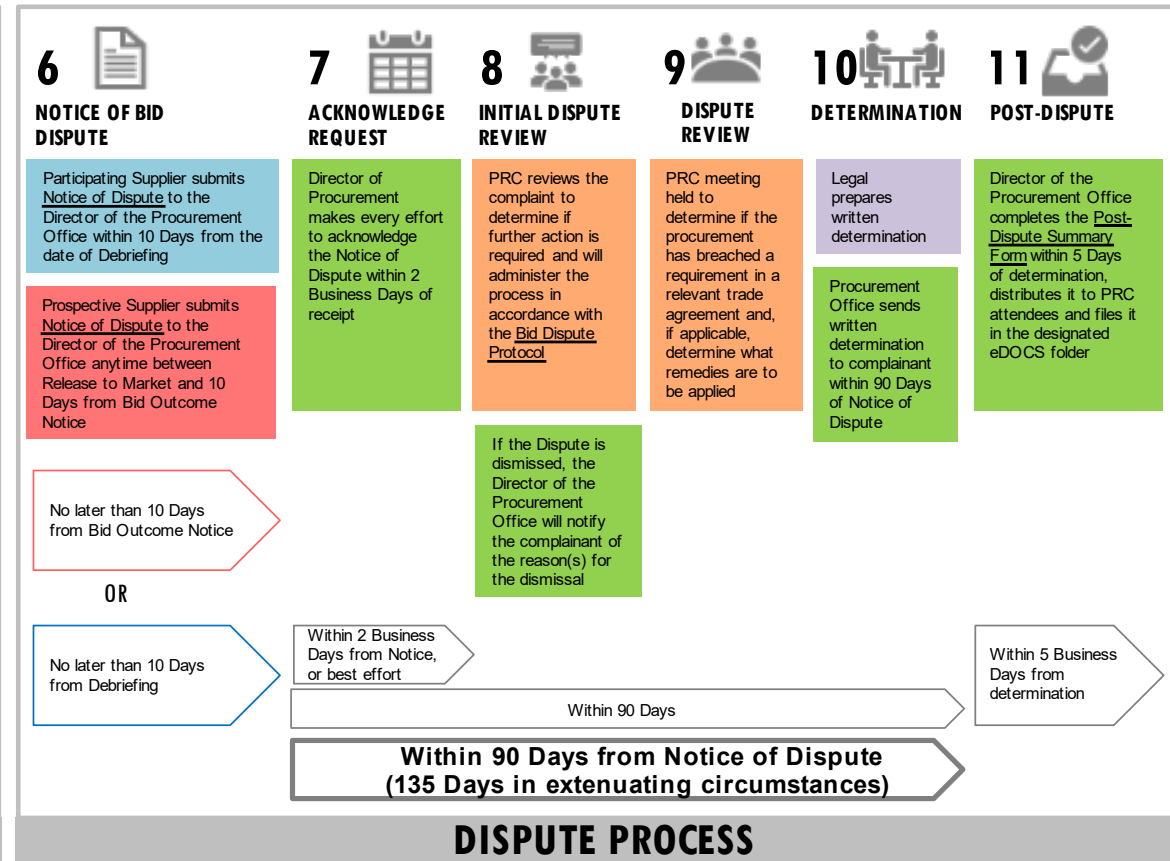
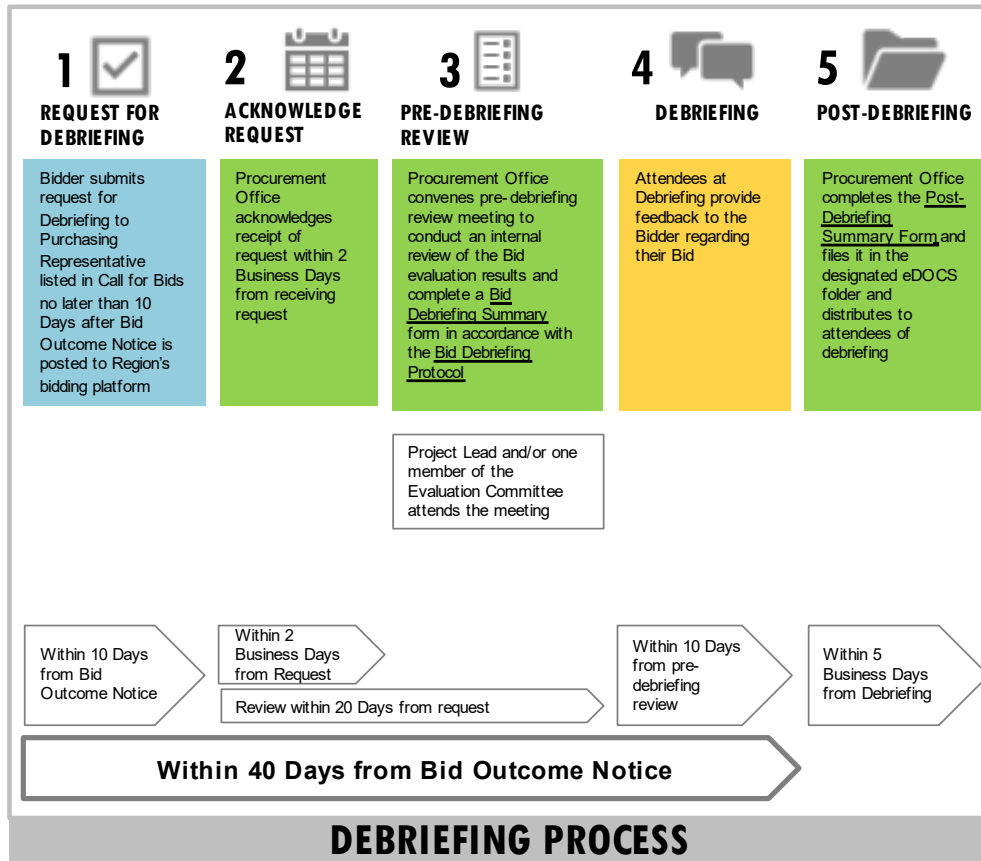
QUICK REFERENCE GUIDE

WHAT IS A DEBRIEFING?

An opportunity for the Region to provide feedback to a Bidder regarding their unsuccessful Bid

WHAT IS A BID DISPUTE?

A complaint made by a Supplier regarding a procurement that the Supplier believes was not conducted in accordance with the procurement rules established in an applicable trade agreement



ROLES: Bidder/Participating Supplier (Blue) | Prospective Supplier (Red) | Procurement Office (Green) | Department (White) | Attendees at Debriefing (Yellow) | Legal Services (Purple) | Procurement Review Committee (Orange)

APPROVALS

This Protocol has been approved by the Director, Procurement Office, and where applicable, by Legal Services.



Notice of Dispute Form

Instructions

- Attach a detailed description of the grounds for your complaint based on factual information. Include relevant dates and describe the actions of the parties involved.
- Submit the completed form and supporting documentation:
 - By email at purchasing@york.ca
 - in hard copy whether delivered by hand, courier or regular/registered/certified mail to:
 Director, Procurement Department
 The Regional Municipality of York
 Administrative Centre
 17250 Yonge Street, 1st Floor (Room 12030)
 Newmarket, Ontario L3Y 6Z1

Note: Facsimile submission of complaints will not be accepted.

Notice of Collection of Personal Information

Personal information on this form is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 and will be used to respond to complaints based on the bid procurement process or contract award decision and in accordance with The Regional Municipality of York's trade commitments. Questions about this collection should be directed to the Director of Procurement. Telephone 1-877-464-9675.

1. Supplier's Information

Company/Organization name

Address

Unit number

Street number

Street name

PO box

City/Town

Province/State

Postal/ZIP Code

Country

Contact Information

Last name

First name

Title

Email address

Telephone number (include country code if outside Canada)

Business

ext.

Alternative

2. Competition/Contract Information

Competition/Contract number (if applicable)

Procuring entity

Date issued (if applicable) (yyyy/mm/dd)

Description of the goods/services to be supplied

Have you raised your concerns with the designated procurement contact?

Yes No I don't know who to contact

Has the procurement closed?

Yes No Not sure

Did your company bid on the contract? If no, why not?

Yes No The contract was awarded non-competitively

If your complaint is about a competitive procurement award, indicate if you had a debriefing with the procuring entity. If yes, date of debriefing (yyyy/mm/dd)

Yes No Not applicable

3. Declaration

The information provided herein is to the best of my knowledge true, accurate and complete. The facts and ground on which this complaint is based are not and have not been the subject of a proceeding in court.

Signature

Date (yyyy/mm/dd)