

Procurement Dispute Resolution

Ornge Procurement



The Procurement Dispute Resolution Process cannot be initiated unless the Proponent has participated in a **Debriefing**. Proponents may **request a Debriefing** after receipt of a notification of the outcome of the RFX process by **making a request to the RFX Contact identified in the relevant RFX document within 60 days of receipt of the notification**.

Application

This document outlines the Procurement Dispute resolution process to ensure that any dispute is handled in an ethical, fair, reasonable, and timely manner. This process complies with Procurement Dispute procedures set out in applicable Trade Agreements.

Definitions

Debriefing: a practice of informing a Proponent why its response to an RFX process was not selected.

Procurement Dispute: a dispute raised against the methods employed or decisions made by Ornge in the administration of an RFX process.

Proponent: a Proponent is a supplier who submits a formal response to an RFX document.

RFX: any form of competitive procurement process, including, a Request for Proposals and a Request for Quotes.

Please Note

Filing a complaint **does not** affect your ability to participate in ongoing or future procurement or seek any other legal recourse that may be available to you. If you have already initiated legal action related to your complaint, however, you may not use this bid dispute process.

Process

If, following the debriefing, the Proponent wishes to review the decision of Ornge in respect of any material aspect of an RFX process, the Proponent may submit a dispute in writing to the the RFX Contact, within 15 days of the Debriefing.

1. A dispute in writing shall include the following:
 - the RFX name and number;
 - the date of Debriefing and name of procurement representative who conducted the Debriefing;
 - the name and address of the Proponent;
 - the specific identification of the provision and/or procurement procedure that is alleged to have been breached;
 - the specific description of each act alleged to have breached the procurement process;
 - a precise statement of the relevant facts;
 - an identification of the issues to be resolved;
 - the Proponent's arguments and supporting documentation; and
 - the Proponent's requested remedy.
2. The Chief Financial Officer will respond, in writing, to the Proponent within 15 days of receipt the written dispute. The final decision on the issue shall be considered final and conclusive.

Want more information? A **Procurement Specialist** is available to address any concerns you have via procurement@ornge.ca

You can also visit our Bids and Tenders portal online at: www.ornge.ca/tenders-bids

