The purpose of this document is to outline the bid dispute resolution process to ensure that any dispute arising from a competitive bidding process is handled in a fair, ethical and timely manner.

Before initiating a bid dispute, an unsuccessful bidder must raise their concerns with the designated Procurement Officer and attempt to resolve the issue informally. As a bidder, you have the opportunity to raise concerns through the question and answer period of the bidding process or through a debriefing with the designated Procurement Officer after the contract award. Debriefings must take place within fifteen (15) business days following notice of the contract award. Debriefings often resolve many complaints by answering questions and providing additional clarification. Debriefings provide the bidder with an understanding of how their bid scored against the evaluation criteria and their bid’s overall strengths and weaknesses. The debriefing is intended to give bidders information that may help them in responding to future opportunities. A debriefing is not an opportunity to reveal information about competing bidders or the details of the competitors’ bids.

An unsuccessful bidder who wishes to formally dispute the outcome of a bid process, subsequent to a debriefing with the designated Procurement Officer, must follow the process outlined below:

1. The bidder must file a bid dispute notice with the Director of Procurement Services, by registered mail, within fifteen (15) business days of the debriefing. The filing must include:
   a. The name and address of the bidder
   b. Reference number and title of the bid solicitation
   c. Detailed and factual statement of the grounds for the dispute
   d. Supporting documentation
   e. Desired relief, action or ruling
   f. Designated contact during the bid dispute process

2. The Director of Procurement Services will respond to the designated contact by registered mail, within fifteen (15) business days of receiving the bid dispute notice.

3. If a resolution cannot be met, the designated contact may direct their complaint to the Associate Vice-President (AVP) of Finance and copy the Director of Procurement Services, by registered mail, within ten (10) business days of receiving the first response from the Director of Procurement Services.

4. The AVP Finance will respond to the designated contact, by registered mail, within ten (10) business days of receiving the bid dispute notice.

5. If a resolution cannot be met, the designated contact may direct their complaint to the Vice President of Finance and Administration, copying both the AVP Finance and the Director of Procurement Services, within ten (10) business days of receiving the response from the AVP Finance.

6. The final decision on the issue will come from the Vice President of Finance and Administration and will be resolved within ten (10) business days of receiving the bid dispute notice.
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