

SUPPLIER COMPLAINT REVIEW PROCESS

CONTEXT

Export Development Canada (EDC) recognizes the procurement processes in which its suppliers or potential suppliers participate and the efforts necessary to provide a submission.

It is, therefore, expected that some suppliers may want to better understand the procurement environment of EDC in which they participate. EDC acknowledges that suppliers may wish to improve future submissions in order to better address EDC's requirements related to other potential procurement needs. To that end, EDC will offer suppliers who have participated in a competitive procurement process the opportunity of a supplier de-brief session related to that process.

Suppliers who request such a session must do so in writing to their EDC Procurement contact within ten business days of notification of the results of the related competitive process.

EDC's Procurement contact will then schedule and complete the de-brief session within twenty business days from receipt of such written request.

SHOULD A SUPPLIER WISH TO INITIATE A WRITTEN COMPLAINT RELATING TO THE PROCUREMENT PROCESS IN WHICH THEY PARTICIPATED, EDC AND THE SUPPLIER SHALL ADHERE TO THE FOLLOWING PROCEDURE:

STEPS:

1. Suppliers who believe they have a valid complaint relating to a procurement process in which they participated may specify their concern in writing to their EDC Procurement contact.
2. The EDC Procurement contact will respond, in writing, no later than twenty business days from receipt of the supplier's letter.
3. Suppliers who continue to believe that their concern has not been adequately addressed may then, in writing, detail all steps to date and summarize their concern to:

PROCUREMENT REVIEW COMMITTEE
EXPORT DEVELOPMENT CANADA
151 O'CONNOR STREET
OTTAWA, ONTARIO
K1A 1K3

4. The Procurement Review Committee (PRC) will then undertake an examination of the concerns identified by the supplier.

The PRC may ask to meet directly with the supplier to resolve the matter.

If warranted, the PRC will take necessary steps to address the concern and recommend procedural changes if required.

In either circumstance, the PRC will document its review and provide a copy of its conclusions to the supplier within twenty business days from receipt of the supplier's letter to the PRC.

5. Should the supplier continue to believe it necessary, it may then, if applicable, avail itself of any next steps identified in the Agreement on Internal Trade, Annex 502.3

NOTE

As per the aforementioned Annex, Section F, paragraph 3 states that the:

"Complaints process shall not cause delay in the awarding of a contract by an entity covered by this Annex".