



VENDOR COMPLAINT PROCESS

PROCESSUS DE TRAITEMENT DES PLAINTES DES FOURNISSEURS

JUNE | JUIN 2026



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EXECUTIVE SUMMARY

The Government of the Northwest Territories (GNWT) Vendor Complaint Process (VCP) establishes a formal, transparent, and accountable framework for addressing concerns and complaints related to competitive procurement activities valued at \$25,000 or more. The process is designed to ensure fairness, consistency, and compliance with applicable procurement policies and trade agreements while supporting continuous improvement of GNWT procurement practices.

The VCP provides Vendors with multiple opportunities to raise concerns throughout the procurement lifecycle. During the solicitation period, Vendors are encouraged to seek clarification or raise issues through the standard enquiries process, with an escalation mechanism available if concerns remain unresolved. After the procurement closes, Vendors may request debriefings and pursue additional review processes if concerns persist.

For higher-value procurements, the process also includes an interim measures mechanism that allows Vendors to formally challenge evaluation results within prescribed timelines before a contract is awarded. If concerns are not resolved through these initial stages, Vendors may file a formal complaint for review by Procurement Shared Services. Complaints are assessed based on defined eligibility criteria and are reviewed in a timely and impartial manner.

Where a Vendor remains dissatisfied following the formal complaint review, the VCP provides an additional option to request an independent administrative review by submitting a request to the Comptroller General. The review would be overseen by the Comptroller General and conducted by an Independent Administrator.

Overall, the Vendor Complaint Process supports the GNWT's commitment to fair, open, transparent, and non-discriminatory procurement practices while providing Vendors with clear procedures, timelines, and escalation pathways for resolving procurement-related concerns.

SOMMAIRE

Le processus de plaintes pour les fournisseurs (PPF) du gouvernement des Territoires du Nord-Ouest (GTNO) établit un cadre officiel, transparent et responsable pour répondre aux préoccupations et aux plaintes liées aux activités d'approvisionnement concurrentielles d'une valeur de 25 000 \$ ou plus. Ce processus vise à assurer l'équité, la cohérence et la conformité aux politiques d'approvisionnement et aux accords commerciaux applicables tout en favorisant l'amélioration continue des pratiques d'approvisionnement du GTNO.

Le PPF offre aux fournisseurs de multiples occasions de soulever des préoccupations tout au long du cycle d'approvisionnement. Au cours de la période d'invitation à soumissionner, les fournisseurs peuvent demander des précisions ou soulever des préoccupations dans le cadre du processus standardisé de demande de renseignements, et un mécanisme de recours hiérarchique est offert aux fournisseurs si leurs préoccupations ne sont pas résolues. Une fois le processus d'approvisionnement terminé, les fournisseurs peuvent demander des séances d'information et poursuivre d'autres processus d'examen si des préoccupations persistent.

Pour les approvisionnements de valeur plus élevée, le processus comprend également un mécanisme de mesures provisoires qui permet aux fournisseurs de contester officiellement les résultats de l'évaluation dans les délais prescrits avant l'attribution d'un contrat. Si les préoccupations ne sont pas résolues au cours de ces étapes initiales, les fournisseurs peuvent déposer une plainte officielle qui sera examinée par les Services partagés de l'approvisionnement. Les plaintes sont évaluées en fonction de critères d'admissibilité définis et sont examinées en temps opportun et de façon impartiale.

Lorsqu'un fournisseur demeure insatisfait après l'examen officiel de la plainte, le processus de plainte offre la possibilité de demander un examen administratif indépendant en présentant une demande au contrôleur général. L'examen sera supervisé par le contrôleur général et effectué par un administrateur indépendant.

Dans l'ensemble, le processus de plaintes pour les fournisseurs appuie l'engagement du GTNO quant à l'application de pratiques d'approvisionnement équitables, ouvertes, transparentes et non discriminatoires, tout en fournissant aux fournisseurs des procédures, des échéanciers et des mécanismes de recours hiérarchiques clairs pour résoudre les préoccupations liées à l'approvisionnement.

1. SCOPE OF THE VENDOR COMPLAINT PROCESS

The Vendor Complaint Process (VCP) is a critical element of a fair, transparent, and accountable procurement framework. The Government of the Northwest Territories (GNWT) has established the VCP to ensure that concerns and complaints raised by Vendors involved in competitive procurement activities are addressed in a timely, impartial, and non-discriminatory manner. In addition to providing a structured mechanism for resolving vendor issues, the VCP also contributes to the continuous improvement of the GNWT's procurement practices.

A complaint refers to a formal written objection submitted by a Vendor concerning a procurement solicitation process for goods, services, or construction. While legitimate complaints may arise from a variety of real or perceived issues, each instance has the potential to undermine confidence in the integrity and fairness of the GNWT's procurement practices. Reasons for a complaint may include:

- specifications that are seen as vague or incomplete;
- bid preparation time too short to properly reply;
- specifications perceived as unfair, predetermined, or arbitrary;
- inconsistent application of procurement procedures; or
- transparency of evaluations criteria and methodology.

The VCP is intended to address concerns related to procurement policies, procedures, and the GNWT's obligations under applicable trade agreements. It does not preclude Vendors from pursuing other available avenues for complaint resolution should they remain dissatisfied with the outcome of a review conducted under the VCP.

2. DEFINITIONS

"Business Days" means any day other than a Saturday, Sunday, scheduled mandatory leave days when GNWT offices are closed or a "holiday" as defined in the *Interpretation Act*, SNWT 2017, c.19.

"Complainant" means a Vendor that has submitted a formal Vendor Complaint pursuant to this Vendor Complaint Process.

"Complaint" means a written objection submitted by a Vendor, in accordance with this VCP, regarding a specific procurement solicitation process for goods, services, or construction.

"Contracting Authority" means the Minister or Deputy Head, including a public officer with powers and duties of a contract authority delegated in accordance with the *Government Contract Regulations*, that has responsibility for the contracting public agency.

"Director, Procurement Shared Services" means the Department of Finance's Director of Procurement Shared Services, or their authorized delegate/representative.

"Financial Administration Act" means the *Financial Administration Act*, SNWT 2015, c.13.

"GNWT" means the Government of the Northwest Territories.

"Government Contract Regulations" means the *Government Contract Regulations*, R-032-2006.

“Independent Administrator” means an impartial third party/person outside of the GNWT, that is appointed by the GNWT Comptroller General.

“Independent Fairness Monitor” is an independent company representative or an independent individual that has been hired by the GNWT to monitor whether a specific competitive procurement was conducted in a fair, open and transparent manner consistent with the terms and conditions of the Procurement Documents, and with procurement policy and procedures.

“Lobbying” means any attempt by a Vendor (Complainant) to communicate in relation to a formal Vendor Complaint, directly or indirectly, with any representative of the GNWT, public agency, or other GNWT reporting bodies that are subject to the *Financial Administration Act* (excluding the person(s) reviewing the complaint) including any Minister or Deputy Minister, any member of the Executive Council, or any Member of the Legislative Assembly, or any director, officer, employee, agent, advisor, consultant or representative of any of the foregoing.

“Preferred Vendor” means the Vendor that has been identified as either the lowest responsive and responsible bidder pursuant to a Request for Tenders or the highest ranked responsive and responsible proponent pursuant to a Request for Proposals.

“Procurement Documents” means a Request for Qualifications, Request for Tenders or Request for Proposals, plus any addenda, terms of reference, specifications and any appendices or other attachments.

“Solicitation Period” means the period from the release of the Procurement Documents to the closing of the procurement opportunity (e.g. the proposal or bid submission deadline).

“Trade Agreements” means the trade agreements that apply to the GNWT, including the Canadian Free Trade Agreement (CFTA), Canada-European Union Comprehensive Economic and Trade Agreement (CETA).

“Vendor” means a person or business that is participating or who has participated in a GNWT procurement process.

3. APPLICABILITY

- 3.1. The VCP applies to all competitive procurement activity valued at \$25,000 and over, administered by GNWT Departments, public agencies, and other GNWT reporting bodies that are subject to the *Financial Administration Act*.
- 3.2. In cases involving actual, perceived, or potential conflicts of interest, the Comptroller General retains sole discretion to modify the standard Complaint review process outlined herein. This may include delegating any stage of the review to other officials within the GNWT, or other third parties, as deemed appropriate.
- 3.3. The review of a Complaint shall be limited exclusively to the procurement process that is the subject of the Complaint. Prior or unrelated procurement processes shall not be considered or examined as part of the review.

4. INITIAL CONCERNS – DURING SOLICITATION PERIOD

- 4.1. There are opportunities for a Vendor to raise concerns during the procurement Solicitation Period. The Procurement Documents will provide instructions that explain how a Vendor

should submit questions or raise concerns during the Solicitation Period.

- 4.2. Vendors are encouraged to submit any questions or concerns during the Solicitation Period, and as early as possible. Addressing issues at this stage allows for a fair and efficient resolution, benefiting all Vendors and potentially avoiding the need for a formal Complaint. Minor errors, omissions, or inadvertent actions can often be clarified or corrected through the enquiry process.
- 4.3. During the open competitive procurement process, Vendors should not make assumptions. It is the Vendor's responsibility to bring forward all questions and concerns about the Procurement Documents during the Solicitation Period.
- 4.4. The GNWT will generally issue a written response to the Vendor during the Solicitation Period, in the form of an addendum. In cases where a question is considered commercially confidential, the response may be provided directly to the Vendor.
- 4.5. If a Vendor is not satisfied with the answer(s) they receive in response to their questions or concerns, the Vendor can escalate the matter and request a secondary review, by submitting a Vendor Enquiries Escalation Form.
- 4.6. The Vendor Escalation Form can be found in [Schedule 1](#).
- 4.7. The Vendor Enquiries Escalation Form must be submitted by email to vendorcomplaints@gov.nt.ca. The email subject line should use the following format:
Subject: [Event ID], Vendor Enquiries Escalation Form, [Complainant's Name]
- 4.8. The Vendor Enquiries Escalation Form is expected to be submitted within the timeframe specified in the Procurement Documents for enquiries during the Solicitation Period. Compliance with the stated deadline is strongly advised to ensure timely and equitable resolution. Submissions received after the deadline will only be considered under exceptional circumstances, and solely at the discretion of the Director, Procurement Shared Services.
- 4.9. An official with Procurement Shared Services will review the Vendor's Enquiries Escalation Form and any relevant information, in consultation with the appropriate Contracting Authority, and will decide whether to:
 - 4.9.1. continue with the procurement process as planned;
 - 4.9.2. extend the Solicitation Period to resolve any outstanding questions or concerns; or
 - 4.9.3. cancel the competitive procurement.
- 4.10. The Procurement Shared Services official will inform the Vendor of their decision as soon as it is practical to do so.

5. INITIAL REVIEW

- 5.1. After a procurement opportunity has closed, whether the evaluation of bids or proposals is in progress, or a Preferred Vendor has been identified, Vendors are encouraged to promptly raise any concerns that were not identifiable during the Solicitation Period. These concerns should be directed to the procurement representative responsible for the file. If the appropriate contact is not known, the contact person in the Procurement Documents can either provide the correct contact information or forward the Vendor's enquiry to the appropriate representative.

- 5.2. In the context of a Request for Proposals or similar competitive procurement process, each proponent will be offered a debriefing meeting upon completion of the evaluation process. The purpose of the debriefing is to provide an overview of the procurement process and to discuss the strengths and weaknesses of the proponent's submission in relation to the established evaluation criteria.
- 5.3. The proposal debriefing meeting will generally include:
 - The Contracting Authority responsible for the competitive procurement
 - At least one member of the evaluation committee
 - A Procurement Shared Services representative
 - The Independent Fairness Monitor (if one was assigned by the GNWT to oversee the procurement process)
 - The Vendor representative(s), to a maximum of four (4), unless otherwise specified in the Procurement Documents
- 5.4. Debriefings are only offered to the actual proponent or respondent and will not be offered to any subcontractors. However, a Vendor may choose to bring one or more of their subcontractors to a debriefing meeting as one of their four (4) participants/representatives.
- 5.5. In the event a Vendor's concerns cannot be resolved through the processes described above, the Vendor may choose to file a Formal Vendor Complaint, or, if eligible, may consider the Interim Measures process described in Section 6.

6. INTERIM MEASURES

- 6.1. Where the value of a bid or proposal has exceeded the dollar value thresholds identified in Section 6.2. the GNWT will provide notice to all participating Vendors (a Vendor that has submitted a bid or proposal) to inform that the bid or proposal evaluation process has concluded, and a Preferred Vendor has been identified.
 - 6.1.1. Participating Vendors will be notified that the bid or proposal evaluation process has concluded via an automated notice sent to the email address(es) associated with their bidder account on the Contract Event Opportunities website. Vendors may also communicate with the contact person listed in the procurement documents to request an update on the status of a procurement.
- 6.2. If a participating Vendor has immediate concerns with the procurement process and their submission is valued over the thresholds identified below, they may protest the results of the evaluation process by submitting the Notice of Protest Form within three (3) Business Days of the day the results of the procurement evaluation process were released by the GNWT.

Vendors that have submitted a bid or proposal that meet the following thresholds are eligible to protest the results of the evaluation process:

 - \$200,000 or greater for goods and services (including architectural and engineering services), if the largest portion of the procurement is for goods or services; or
 - \$500,000 or greater for construction.
- 6.3. There is no protest process for a bid or proposal submission valued under the thresholds

identified in Section 6.2. However, if a participating Vendor has concerns or issues with a procurement process, they can proceed to file a formal Vendor Complaint as identified under Section 7.

6.3.1. The Vendor Notice of Protest Form can be found in [Schedule 2](#).

6.3.2. The Vendor Notice of Protest Form must be submitted by email to vendorcomplaints@gov.nt.ca. The email subject line should use the following format:

Subject: [Event ID], Vendor Notice of Protest [Complainant's Name]

6.4. Upon receipt of the completed Notification of Protest Form the GNWT:

- will acknowledge receipt of the Vendor Notice of Protest Form by email;
- will review the protest and all supporting documentation;
- may contact the Complainant to seek clarification, if necessary;
- may contact other Vendors to seek their clarification, if necessary, and
- will provide a written decision to the Complainant.

6.5. As part of the review process, a Procurement Shared Services official will assess the Vendor's Notice of Protest Form along with any supporting documentation. The official will determine whether the protest has sufficient merit to warrant further consideration or whether it will be dismissed.

Should it be determined that there is merit to the protest, the Director, Procurement Shared Services, or their delegate, may provide direction to:

- continue with the procurement process and contract award should it be determined that the identified issues did not materially impact fairness or the results of the evaluation process;
- place the procurement process on hold pending further review;
- cancel the procurement process; and/or
- order a re-evaluation of bids or proposals in a manner that appropriately addresses any of the identified issues while maintaining fairness for all participating Vendors and the integrity of the procurement process. This may result in a Vendor, other than the initially selected Preferred Vendor, being awarded the contract.

The written decision will be provided as soon as it is practical to do so and will be sent directly to the Complainant.

6.6. Vendors are encouraged to undertake an initial review in accordance with Section 5 prior to initiating any protest of the procurement results. However, in the context of a Request for Proposals process, it is acknowledged that a debriefing meeting may not reasonably be obtainable within the three (3) Business Day period prescribed for the submission of formal protests. In such circumstances, a Vendor may elect to file a protest upon receipt of notice that the evaluation process has been concluded. Any review of a protest submitted under these conditions shall be conducted solely on the basis of the facts and documentation provided by the Complainant at the time of filing and shall not take into consideration any information disclosed during any subsequent debriefing meeting. Notwithstanding the foregoing, where a debriefing meeting is completed while the protest review remains

underway, information presented during that debriefing may be considered at the discretion of the Procurement Shared Services official.

- 6.7. In the event the Complainant is unsatisfied with the results of their protest, the Complainant may choose to file a Formal Vendor Complaint.

7. FILING A FORMAL VENDOR COMPLAINT

- 7.1. If the Vendor's concerns are not resolved through the processes set out in Sections 4, 5, and/or 6, the Vendor may submit a Complaint within ten (10) Business Days of the final day of the Solicitation Period, or within ten (10) Business Days of a debriefing meeting (if applicable), whichever is later.
- 7.2. The formal Complaint must be submitted using the Vendor Complaint Form that is provided in [Schedule 3](#).
- 7.2.1. The Vendor Complaint Form must be submitted by email to vendorcomplaints@gov.nt.ca. The email subject line should use the following format:
Subject: [*Event ID*], Vendor Complaint, [*Complainant's Name*]
- 7.3. Upon receipt of a completed Vendor Complaint Form, the GNWT:
- will acknowledge receipt of the formal complaint by email within three (3) Business Days;
 - will review the complaint and all supporting documentation;
 - may contact the Complainant to seek clarification, if necessary; and
 - will provide a written decision to the Complainant.
- 7.4. In reaching a decision, the Procurement Shared Services official assigned to the Complaint shall only address the specific complaint that has been filed and/or presented by the Complainant.
- 7.5. The written decision will be provided to the Complainant within forty-five (45) Business Days from the date the formal vendor complaint was received. This period may be extended at the discretion of the Comptroller General, and the Complainant shall be informed of any such extension. The written decision will be sent to:
- the Complainant; and
 - the Comptroller General, GNWT
- 7.6. In order for a complaint to be considered, it will be reviewed to ensure it complies with the following eligibility requirements. A Complaint may be dismissed without further consideration when, in the opinion of the Procurement Shared Services official:
- the Complaint is not sufficiently substantiated;
 - the Complaint is frivolous or invalid;
 - the Complaint is submitted late;
 - the Complainant did not participate in the procurement process; and/or
 - the Complainant did not participate in the consultation or debriefing processes

described in Section 5, where such a meeting or process was offered.

- 7.7. If the Complainant initiates legal proceedings concerning the subject matter of the Complaint, prior to or while the Complaint is under review, the review process shall not proceed, and the Complaint shall be deemed ineligible.

8. REQUEST FOR AN INDEPENDENT ADMINISTRATIVE REVIEW

- 8.1. If a Complainant is not satisfied with the results of their Section 7 complaint review, they can request a separate review by an Independent Administrator.
- 8.2. A request for an independent administrative review shall be made in writing using the Vendor Request for Independent Review Form, submitted by email to vendorcomplaints@gov.nt.ca, and directed to the attention of the Office of the Comptroller General. The Complainant should include any supporting documentation with any such request for an independent administrative review. The Vendor Request for Independent Review Form can be found in [Schedule 4](#).
- 8.3. A request for an independent review shall be made within twenty (20) Business Days of the date the Procurement Shared Services official submitted their decision to the Complainant in accordance with the process set out in Section 7.
- 8.4. The request must clearly explain why the Complainant feels that an independent review is warranted and how the previous review process did not address their Complaint.
- 8.5. The Comptroller General will acknowledge receipt of the request within five (5) Business Days and may appoint the review to an Independent Administrator if it is deemed, at the Comptroller General's sole discretion, that further review is warranted. The decision of the Comptroller General regarding the independent review will be sent to the Complainant and the Director, Procurement Shared Services.
- 8.6. The Comptroller General, at their sole discretion, will select the Independent Administrator and may determine that the review by the Independent Administrator will proceed on a document-only basis or by way of an in-person hearing. In-person hearings will be preferred where there is a Complaint that the GNWT has not complied with its Trade Agreement obligations, and in other instances only where there is a compelling reason to do so. In the case of an in-person hearing, both the Complainant and the GNWT will have the right to:
 - be heard by the Independent Administrator;
 - be accompanied by up to two people who may assist or advocate for the party; and
 - present witnesses.
- 8.7. The role of the Independent Administrator is to make recommendations to the Comptroller General for improvements to the GNWT's procurement practices. Recommendations will be considered by the Comptroller General but are not binding.
- 8.8. In determining their recommendations, the Independent Administrator shall consider only the written decision of the Procurement Shared Services official, the material that has been filed by the Complainant and any material filed by the GNWT in response to the Complainant's material; and, in the case of an in-person hearing, shall also consider the information presented at the in-person hearing.
- 8.9. The Independent Administrator will provide their recommendations within forty-five (45)

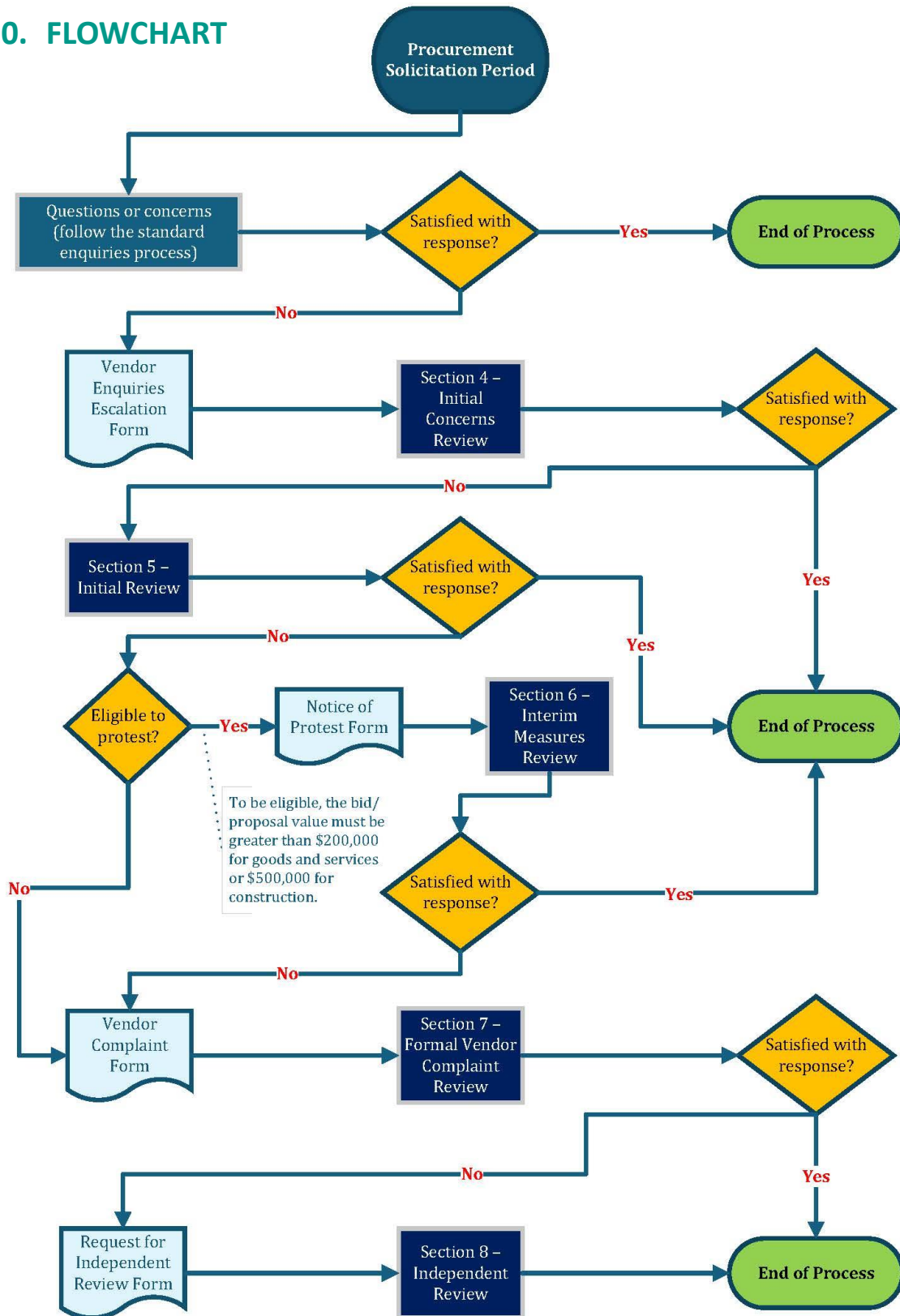
Business Days from receipt of the review request from the Comptroller General, or where there has been an in-person hearing, within forty-five (45) Business Days of the hearing. This period may be extended at the discretion of the Comptroller General, and the Complainant shall be informed of any such extension. The recommendations will be made in writing and will include an explanation for the basis of each recommendation. Recommendations will be sent to:

- the Complainant; and
- the Comptroller General, GNWT

9. LOBBYING

- 9.1. A Complainant and their respective directors, officers, employees, consultants, agents, advisors and representatives will not engage in Lobbying in relation to an active complaint.
- 9.2. In the event of any Lobbying in contravention of this section by a Complainant or their respective directors, officers, employees, consultants, agents, advisors or representatives, the GNWT in its discretion, may at any time, reject the Complaint submitted by the Vendor without further consideration or justification.

10. FLOWCHART



11. RESOURCES

Financial Administration Act

<https://www.justice.gov.nt.ca/en/files/legislation/financial-administration/financial-administration.a.pdf>

Financial Administration Manual

<https://www.fin.gov.nt.ca/en/financial-administration-manual>

Government Contract Regulations

<https://www.justice.gov.nt.ca/en/files/legislation/financial-administration/financial-administration.r9.pdf>

Procurement Guidelines

https://www.fin.gov.nt.ca/sites/fin/files/resources/gnwt_procurement_guidelines_may_2021.pdf

Contracts Dashboard and Online Search Tool

<https://apex.oracle.com/pls/apex/r/contractsregistry/gnwt-contract-reporting/home?tz=-6%3A003>

Business Incentive Policy

https://www.iti.gov.nt.ca/sites/iti/files/Business_Incentive_Policy_63.02_Oct_2023.pdf

Manufactured Products Policy

https://www.iti.gov.nt.ca/sites/iti/files/northwest_territories_manufactured_products_policy_september_7_2011.pdf

Canadian Free Trade Agreement

<https://www.cfta-alec.ca/canadian-free-trade-agreement>

Canada-European Union Comprehensive Economic and Trade Agreement

<https://www.international.gc.ca/trade-commerce/trade-agreements-accords-commerciaux/agr-acc/ceta-aecg/text-texte/toc-tdm.aspx?lang=eng>

SCHEDULE 1
VENDOR ENQUIRES ESCALATION FORM



STEP 1. VENDOR ENQUIRY ESCALATION FORM

The purpose of this form is to escalate Vendor concerns where **questions on an open procurement competition** have not been answered, or responses to the questions appear not to have been adequately addressed by the GNWT, through the standard enquires process defined in the competitive documents.

This form must be received at the email address VendorComplaints@gov.nt.ca, and in accordance with the timeframe specified in the procurement documents for enquiries during the solicitation period.

Procurement Competition (Event) Reference Number:		Date of form submission (YYYY/MM/DD):	
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Vendor / Company / Organization name:			
Representative's name:			
Representative's Title:			
Phone:		Email:	
Address:			
Community:		Postal Code:	

PLEASE PROVIDE THE FOLLOWING, AND ATTACH ADDITIONAL INFORMATION AS REQUIRED/NECESSARY

1.	<input type="checkbox"/>	I have not received any response to my questions/concerns
2.	<input type="checkbox"/>	The response received did not completely address my questions/concerns
3.		Please attach copies of previous correspondence (with GNWT staff) relating to your questions/concerns



4.	Provide a description of your outstanding questions/concerns related to the procurement Event documents:
Signature of Representative:	
Date (YYYY/MM/DD):	

THIS COMPLETE FORM MUST BE SUBMITTED VIA EMAIL TO: VendorComplaints@gov.nt.ca

ACCESS OF INFORMATION AND PROTECTION OF PRIVACY ACT
All documents, including this form, and any appendices submitted to the GNWT are in the custody and under the control of the GNWT. Vendors, by submitting this Vendor Complaint Form and any appendices, acknowledge that the GNWT may be required to release, in whole or in part, the documents in accordance with the *Access to Information and Protection of Privacy Act* (ATIPP) of the GNWT.

TO BE COMPLETED BY GNWT			
Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	



ÉTAPE 1. DEMANDE DE PRÉCISIONS DU FOURNISSEUR

Le présent formulaire vise à faire remonter les préoccupations d'un fournisseur si celui-ci n'a pas obtenu de réponses à **ses questions concernant le processus d'approvisionnement** ou si les réponses qu'il a reçues du gouvernement des Territoires du Nord-Ouest (GTNO) par l'intermédiaire du processus standard de demande de renseignements, tel qu'établi dans les documents d'approvisionnement, ne lui semblent pas adéquates.

Veuillez envoyer le présent formulaire par courriel, à l'adresse VendorComplaints@gov.nt.ca, dans les délais prévus pour les demandes de renseignements pendant la période d'appel de soumissions, tel qu'établi dans les documents d'approvisionnement.

Numéro de référence de l'appel d'offres :		Date d'envoi du formulaire (AAAA/MM/JJ) :	
Nom du fournisseur, de l'entreprise ou de l'organisation :			
Nom du représentant :			
Titre du représentant :			
Téléphone :		Courriel :	
Adresse :			
Collectivité :		Code postal :	

VEUILLEZ FOURNIR LES RENSEIGNEMENTS SUIVANTS ET LES DOCUMENTS JUSTIFICATIFS, LE CAS ÉCHÉANT

1.	<input type="checkbox"/>	Je n'ai reçu aucune réponse à mes questions ou à mes préoccupations.
2.	<input type="checkbox"/>	Les réponses que j'ai reçues ne répondent pas entièrement à mes questions ou mes préoccupations.
3.		Veuillez joindre des copies de la correspondance que vous avez eue avec le personnel du GTNO au sujet de ces questions ou préoccupations.



4.	Veillez expliquer ci-dessous les questions ou préoccupations que vous avez ou qu'il vous reste concernant les documents d'approvisionnement.
Signature du représentant :	
Date (AAAA-MM-JJ) :	

LE PRÉSENT FORMULAIRE DOIT ÊTRE ENVOYÉ PAR COURRIEL À L'ADRESSE : VendorComplaints@gov.nt.ca

LOI SUR L'ACCÈS À L'INFORMATION ET LA PROTECTION DE LA VIE PRIVÉE

Tous les documents, y compris le présent formulaire, ainsi que l'ensemble des éventuelles pièces jointes envoyés au GTNO sont sous la garde et le contrôle de celui-ci. Lorsqu'il envoie le formulaire de plainte du fournisseur et les éventuelles pièces jointes, le fournisseur comprend que le GTNO pourrait être amené à divulguer, en totalité ou en partie, les documents ainsi reçus, conformément aux dispositions de la *Loi sur l'accès à l'information et la protection de la vie privée* des TNO.

À REMPLIR PAR LE GTNO

Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	

SCHEDULE 2
NOTICE OF PROTEST FORM



STEP 2. VENDOR NOTICE OF PROTEST FORM

The purpose of this form is to provide the Government of the Northwest Territories ("GNWT") with notification that a Vendor wishes to protest the results of a procurement evaluation process, in accordance with Section 6 of the Vendor Complaint Process.

This form must be received at the email address VendorComplaints@gov.nt.ca, within **three (3) business days** of the day the results of the procurement evaluation process were released by the GNWT.

Procurement Competition (Event) Reference Number:		Date of form submission (YYYY/MM/DD):	
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Vendor / Company / Organization name:			
Representative's name:			
Representative's Title:			
Phone:		Email:	
Address:			
Community:		Postal Code:	

PLEASE PROVIDE THE FOLLOWING, AND ATTACH ADDITIONAL INFORMATION AS REQUIRED/NECESSARY

- | | |
|----|--|
| 1. | Please attach copies of any previous correspondence (with GNWT staff) relating to the procurement competition (Event). |
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2.	Provide a description of your concerns related to the procurement Event documents.
Signature of Representative:	
Date (YYYY/MM/DD):	

THIS COMPLETE FORM MUST BE SUBMITTED VIA EMAIL TO: VendorComplaints@gov.nt.ca

ACCESS OF INFORMATION AND PROTECTION OF PRIVACY ACT
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TO BE COMPLETED BY GNWT			
Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	



ÉTAPE 2. AVIS DE CONTESTATION DU FOURNISSEUR

Le présent formulaire vise à aviser le gouvernement des Territoires du Nord-Ouest (GTNO) que le fournisseur souhaite contester les résultats du processus d'évaluation, conformément à la section 6 du processus de plainte pour les fournisseurs.

Veuillez envoyer le présent formulaire par courriel, à l'adresse VendorComplaints@gov.nt.ca, dans un délai de trois jours ouvrables suivant la date de publication des résultats du processus d'évaluation par le GTNO.

Numéro de référence de l'appel d'offres :		Date d'envoi du formulaire (AAAA/MM/JJ) :	
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Nom du fournisseur, de l'entreprise ou de l'organisation :			
Nom du représentant :			
Titre du représentant :			
Téléphone :		Courriel :	
Adresse :			
Collectivité :		Code postal :	

VEUILLEZ FOURNIR LES RENSEIGNEMENTS SUIVANTS ET LES DOCUMENTS JUSTIFICATIFS, LE CAS ÉCHÉANT

1. Veuillez joindre des copies de la correspondance que vous avez eue avec le personnel du GTNO au sujet de l'appel d'offres.



2.	Veillez expliquer ci-dessous les préoccupations que vous avez concernant les documents d’approvisionnement.
Signature du représentant :	
Date (AAAA-MM-JJ) :	

LE PRÉSENT FORMULAIRE DOIT ÊTRE ENVOYÉ PAR COURRIEL À L’ADRESSE : VendorComplaints@gov.nt.ca

LOI SUR L’ACCÈS À L’INFORMATION ET LA PROTECTION DE LA VIE PRIVÉE

Tous les documents, y compris le présent formulaire, ainsi que l’ensemble des éventuelles pièces jointes envoyés au GTNO sont sous la garde et le contrôle de celui-ci. Lorsqu’il envoie le formulaire de plainte du fournisseur et les éventuelles pièces jointes, le fournisseur comprend que le GTNO pourrait être amené à divulguer, en totalité ou en partie, les documents ainsi reçus, conformément aux dispositions de la *Loi sur l’accès à l’information et la protection de la vie privée* des TNO.

À REMPLIR PAR LE GTNO

Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	

SCHEDULE 3
VENDOR COMPLAINT FORM



3. Provide a detailed description of the complaint:
a) Include any name(s), title(s), phone number(s), etc. of GNWT staff you have corresponded with regarding this complaint.
b) Describe the background leading to the complaint, such as the initial situation and/or GNWT response, relevant dates, the actions of the parties involved, etc.
c) Include any other action you have taken (e.g. GNWT debriefing sessions.)

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Signature of Representative:	
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Date (YYYY/MM/DD):	
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By submitting the complaint, the Representative confirms the Company/Organization **has not initiated legal action or engaged in any other review process** pertaining to the complaint.



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TO BE COMPLETED BY GNWT

Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	



ÉTAPE 3. DÉPÔT DE PLAINTE OFFICIELLE PAR LE FOURNISSEUR

Le présent formulaire vise à déposer une plainte officielle concernant un appel d'offres au terme duquel le fournisseur n'a pas été retenu et **pour lequel ses préoccupations n'ont pas été adéquatement traitées** de l'une des manières suivantes : par l'intermédiaire du processus standardisé de demande de renseignements, après dépôt du formulaire Étape 1. Renvoi de demande de renseignements du fournisseur, ou lors d'une séance de compte rendu avec le personnel désigné du gouvernement des Territoires du Nord-Ouest (GTNO).

Veuillez envoyer le présent formulaire par courriel, à l'adresse VendorComplaints@gov.nt.ca, dans un délai maximal de **10 jours ouvrables (du GTNO)** suivant la date de fin de la période de soumission ou **dans un délai maximal de 10 jours ouvrables (du GTNO)** suivant la date de la séance de compte rendu (le cas échéant). La date la plus tardive sera retenue.

Numéro de référence de l'appel d'offres ou du contrat :		Date d'envoi du formulaire (AAAA/MM/JJ) :	
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Nom du fournisseur, de l'entreprise ou de l'organisation :			
Nom du représentant :			
Titre du représentant :			
Téléphone :		Courriel :	
Adresse :			
Collectivité :		Code postal :	

VEUILLEZ FOURNIR LES RENSEIGNEMENTS SUIVANTS ET LES DOCUMENTS JUSTIFICATIFS, LE CAS ÉCHÉANT

1. Veuillez joindre des copies de la correspondance que vous avez eue avec le personnel du GTNO au sujet de l'appel d'offres ou du contrat subséquent.
2. Veuillez expliquer ci-dessous la raison de votre plainte.



3.	<p>Veillez décrire en détail votre plainte :</p> <ul style="list-style-type: none">a) Incluez tous les noms, titres, numéros de téléphones, etc. des employés du GTNO avec lesquels vous avez échangé au sujet de cette plainte.b) Expliquez ce qui vous a conduit à déposer une plainte : la situation initiale ou la réponse du GTNO, les dates importantes, les actions des parties prenantes, etc.c) Décrivez tout ce que vous avez entrepris d'autre (participer à une séance de compte rendu avec le GTNO, par exemple).
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Signature du représentant :	
Date (AAAA-MM-JJ) :	

En déposant la présente plainte, le représentant confirme que son entreprise ou son organisation **n'a pas intenté de poursuite judiciaire et n'a pas lancé de procédure d'examen** liée à la présente plainte.



LE PRÉSENT FORMULAIRE DOIT ÊTRE ENVOYÉ PAR COURRIEL À L'ADRESSE : VendorComplaints@gov.nt.ca

LOI SUR L'ACCÈS À L'INFORMATION ET LA PROTECTION DE LA VIE PRIVÉE

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À REMPLIR PAR LE GTNO

Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	

SCHEDULE 4
REQUEST FOR INDEPENDENT REVIEW FORM



3. Provide an estimate of your costs for preparation of your bid or proposal, and any costs associated with submitting your Vendor Complaint.

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4. Please provide a detailed reason/explanation why you are not satisfied with the decision results of your Vendor Complaint.

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Signature of Representative:

Date (YYYY/MM/DD):

By submitting this Request for Independent Review, the Representative confirms the Company/Organization:

1. Has not initiated legal action or engaged in any other review process pertaining to the complaint,
2. Acknowledges that the Independent Administrator’s decision is binding for both parties (the GNWT and the Company/Organization).

THIS COMPLETE FORM MUST BE SUBMITTED VIA EMAIL TO: VendorComplaints@gov.nt.ca

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TO BE COMPLETED BY GNWT			
Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	



DEMANDE D'EXAMEN INDÉPENDANT PAR LE FOURNISSEUR

Le présent formulaire vise à demander la tenue d'un examen indépendant à la suite du **traitement d'une plainte officielle déposée par le fournisseur**, si celui-ci n'est pas satisfait de l'issue proposée.

Veuillez envoyer le présent formulaire par courriel, à l'adresse VendorComplaints@gov.nt.ca, dans un **délai maximal de 20 jours ouvrables (du gouvernement des Territoires du Nord-Ouest [GTNO])** suivant la date d'envoi par courriel de l'avis de décision concernant la plainte officielle déposée par le fournisseur.

Numéro de référence de l'appel d'offres ou du contrat :		Date d'envoi du formulaire (AAAA/MM/JJ) :	
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Nom du fournisseur, de l'entreprise ou de l'organisation :			
Nom du représentant :			
Titre du représentant :			
Téléphone :		Courriel :	
Adresse :			
Collectivité :		Code postal :	

VEUILLEZ FOURNIR LES RENSEIGNEMENTS SUIVANTS ET LES DOCUMENTS JUSTIFICATIFS, LE CAS ÉCHÉANT

1.	Veuillez expliquer ci-dessous ce que vous souhaitez retirer de cet examen indépendant.

2.	Veuillez fournir tout renseignement qui aurait été omis dans le cadre du dépôt de plainte par le fournisseur.



3. Veuillez fournir une estimation des coûts engagés pour la préparation de votre offre ou proposition ainsi que des coûts liés au dépôt de la plainte par le fournisseur.

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4. Veuillez expliquer en détail pourquoi la décision prise à l'issue du traitement de la plainte du fournisseur ne vous satisfait pas.

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Signature du représentant :

Date (AAAA-MM-JJ) :

En soumettant la présente demande d'examen indépendant, le représentant confirme ce qui suit :

1. Son entreprise ou son organisation n'a pas intenté de poursuite judiciaire et n'a pas lancé d'autre procédure d'examen liée à la plainte;
2. Il reconnaît que la décision prise par l'administrateur indépendant engagera les deux parties, c'est-à-dire le GTNO et son entreprise ou organisation.

LE PRÉSENT FORMULAIRE DOIT ÊTRE ENVOYÉ PAR COURRIEL À L'ADRESSE : VendorComplaints@gov.nt.ca

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À REMPLIR PAR LE GTNO			
Received by:		Date (YYYY/MM/DD):	
Title:		VCPR Log #:	