

# Purchasing Protocol – Bidder Debriefing

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## 1. Purpose and Interpretation

The purpose of this protocol is to provide general information related to bidder debriefings in respect of a procurement. This guideline should be read in conjunction with the Town's Procurement By-law.

### Bidder's Right to a Debriefing

Where the procurement value is \$100,000 or more, upon written request, an unsuccessful bidder must be provided with an explanation of the reasons why its bid was not selected.

Debriefings are an important component of a competitive procurement process and provide an opportunity to:

- (a) recognize the efforts bidders make in responding to solicitation documents issued by the Town;
- (b) assist the bidder in understanding why its bid was not selected and address questions and concerns in a non-confrontational manner; and
- (c) Suggestions for improvements so that unsuccessful bidders have a better opportunity at winning future bids, and the Town has access to more qualified bidders that are better able to compete for the Town's business.

When debriefing unsuccessful bidders, care must be taken not to provide information that might prejudice fair competition between suppliers.

## 2. Request for Debriefing

A debriefing is only initiated at the request of a bidder. Requests for a debriefing should be directed to the contact person identified in the solicitation document (the "contact person"). Bidders are expected to make their request within sixty (60) days of the notification of the outcome of the procurement process. Requests for a debriefing that are made after this time period may be considered by the Town on a case-by-case basis.



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## 3. Responding to a Request for Debriefing

When a bidder has requested a debriefing, the contact person, in consultation with the Department, may provide the bidder with written information about the bidder's evaluation score and the strengths and weaknesses of the bidder's bid to assist the bidder in responding to future opportunities.

(a) The following **will not** be covered in a debriefing:

- information that might prejudice fair competition between suppliers;
- confidential or proprietary information that would prejudice the legitimate commercial interests of third parties, including the protection of intellectual property; or
- personal information about an identifiable individual.

## 4. Challenges to the Procurement Process

If a bidder is dissatisfied with the outcome of the procurement process, the next step is to formally challenge the procurement, in accordance with the steps outlined in the Town's Procurement Protest Protocol.