



WSIB's Bid Dispute Process

The WSIB is introducing a bid dispute process to respond to complaints from vendors who participate in the WSIB's procurement processes. This bid dispute process ensures that procurement complaints are addressed and resolved quickly and efficiently.

Informal dispute resolution

Throughout the procurement process, there are opportunities for vendors to raise concerns, e.g. during the question and answer period of the procurement process or through a debriefing meeting after the contract award.

Vendors should address complaints with the procurement process at the earliest possible opportunity. Prior to initiating a formal complaint, vendors are encouraged to resolve problems by first contacting the Procurement Lead named in the procurement document. The WSIB will try to resolve the complaint in its regular course of business.

Filing a formal bid dispute

If a complaint cannot be resolved through the normal course of business, a vendor can request a formal review by providing the following information:

- Vendor contact information, including name, title, address, telephone number(s) and e-mail address
- Procurement document name and number
- Detailed description of the grounds of the complaint. Include relevant dates and describe the actions of the parties involved. Include the name of the Procurement Lead from the applicable procurement documentation, details of any communication with that person, and the results of that communication
- If the complaint is about a procurement that has closed, please indicate if a debriefing was held and the date (if applicable)

All documentation should be addressed to the Director, Strategic Sourcing, Strategic Procurement, WSIB, and e-mailed to Procurement@wsib.on.ca or mailed to 200 Front St. West, 7th floor, Strategic Procurement, Toronto, ON M5V 3J1. If the complaint cannot be resolved at the Director's level, it may proceed to the Vice President, Strategic Procurement, Real Estate and Facilities Management & Corporate Security.

WSIB response commitment

- The WSIB will send an acknowledgement of receipt of the formal bid dispute documentation within ten (10) business days of its receipt, including the anticipated date the review will be completed.
- The WSIB response to the formal bid dispute will be issued within 90 days of its receipt unless an extension of time is warranted due to extenuating circumstances. In such cases, a response will be issued within 135 days of its receipt.