**NOTICE TO VENDORS**

**OLG Bid Dispute Process**

OLG has a bid dispute process to respond to complaints from vendors participating in an OLG procurement process.

This bid dispute process ensures that procurement complaints are addressed and resolved quickly and efficiently.

Before initiating a complaint, you are strongly encouraged to raise your concerns with your designated procurement contact at OLG to try to resolve the issue. As a vendor, you have the opportunity to raise your concerns through the question and answer period of the procurement process or through a vendor debriefing meeting after the contract is awarded.

If you are not satisfied with the initial response from your designated procurement contact, you may file a formal complaint with OLG and the Executive Director, Procurement will address the issue through a review process.

All formal complaints will receive a review and a formal response. If you are not satisfied with the outcome of the review, there may be other avenues available to you.

**How to file a complaint**

To make a complaint about an OLG procurement, please:

* complete the [complaint form](http://www.doingbusiness.mgs.gov.on.ca/mbs/psb/psb.nsf/Attachments/OntGovtProc-Complaint-Form/$FILE/OntGovtProcurement-ComplaintForm-v3Mar2014-ENG.pdf);
* attach a detailed description of the complaint; and
* provide relevant background information.

All documentation must be addressed to the **Executive** **Director, Procurement** and sent to:

* [procurement@olg.ca](mailto:procurement@olg.ca), or
* 4120 Yonge Street Suite 500, Toronto, ON M2P 2B8

Once a complaint has been received, the Executive Director will initiate a review. You will receive a written response to your complaint once the review is complete.

**Ontario Trade Agreements**

Certain procurements may be subject to Ontario’s trade commitments.

If your complaint is about a procurement to which the terms of a trade agreement apply, disputes will be settled in accordance with the dispute resolution process provided in the agreement.

**Options following a review**

Following a review, your legal rights related to the procurement process remain unchanged.

If you submitted a complaint about a competitive procurement, you may have a contractual right to seek recourse in Ontario’s court system and you should seek independent legal advice about initiating action.

If you submitted a complaint about a non-competitive procurement covered by Ontario’s trade commitments, and you do not have a contractual right to seek recourse in Ontario’s court system, an arbitration process may apply. The procedure for the arbitration process and all available remedies will be in accordance with the requirements of Ontario’s trade commitments.

Taking these steps is subject to your independent legal advice.

**Note:** This document is made publicly available to vendors to enable an understanding of the bid dispute process. Please contact [procurement@olg.ca](mailto:procurement@olg.ca) for further information.