

GOVERNMENT VENDOR COMPLAINT REVIEW PROCESS (VCRP)

ANNUAL SUMMARY REPORT

Period: April 1, 2005 to March 31, 2006

There were five VCRP complaints received during the period from April 1, 2005 to March 31, 2005, by three ministries. None were received by the PGO. There had been three complaints still under review at the end of the previous reporting period. Of the seven ministry complaints for which reviews were completed, two involved the vendor disputing the contract award, and the other five involved the vendor complaining that some other part of the government procurement process or policy was not complied with.

All seven complaints reviewed by ministries were processed within the ministry VCRP timelines. One complaint was still open at the end of the reporting period. All of the complaints for which reviews were completed were ascertained to be unfounded in that the procurement process was determined to have been conducted appropriately. One ministry did take specific action in response to the complaints they received by making a renewed commitment to, or a change in, ministry procurement procedures.

Other VCRP Initiatives:

During fiscal year 2005/06, the Procurement Governance Office undertook several initiatives related to the VCRP. Firstly, in order to increase the exposure of the VCRP to the broader vendor community, an email message was sent to all vendors registered with BC Bid (approximately 4500). The message contained information about the VCRP and provided Internet links to more detailed information about the process and to each ministry's VCRP.

Secondly, in response to recommendations in a report from the Office of the Ombudsman regarding a complaint to the Procurement Governance Office, several ministries were requested to, and did, modify their VCRP processes to ensure an independent review, and several minor changes were made to procurement policy in the CPPM. Although no fault had been determined in the review by the Ombudsman's Office in how the complaint had been handled by the ministry or by the PGO, the recommended changes were implemented to ensure that an independent review takes place prior to a response being sent at the ministry level. Changes to the CPPM were made to add clarity as to when a Notice of Intent is required.

Future Initiatives:

A communication process will be undertaken to ensure that vendors are aware of the availability of the VCRP should they feel that they have not been treated fairly in a competitive process managed by a ministry in the Government of BC. PGO will be developing an action plan to work with industry associations, the BC Chamber of Commerce, the Vancouver Board of Trade, the Canadian Federation of Independent Business, and other vendor associations to enhance the exposure of the VCRP.

**GOVERNMENT VENDOR COMPLAINT REVIEW PROCESS
SUMMARY REPORT**

Period: April 1, 2005 to March 31, 2006

Ministry	Number of open complaints at start of period	Number of complaints received	Number processed within timelines	Number processed outside timelines	Number of unsubstantiated complaints*	Number of complaints open at end of period
Community Services	1		1		1	
Transportation	1		1		1	
Health		1	1		1	
Forests and Range	1	1	1		1	1
Labour and Citizens' Services		3	3		3	
Total	3	5	7		7	1

* Complaint was reviewed and determined to be unfounded.

**GOVERNMENT VENDOR COMPLAINT REVIEW PROCESS
SUMMARY REPORT**

Period: April 1, 2005 to March 31, 2006

Ministry	Nature of Vendor Complaints			
	Vendor disputed contract award		Other government policy or process not complied with	
	Valid	Non Valid	Valid	Non Valid
Community Services		1		
Forests and Range				1
Labour and Citizens' Services				3
Transportation		1		
Health				1
Total		2		5

GOVERNMENT VENDOR COMPLAINT REVIEW PROCESS SUMMARY REPORT

Period: April 1, 2005 to March 31, 2006

Ministry	Ministry Action Taken						
	No further action taken	Renewed commitment to or change in procedure	Additional staff training or education provided	Review of/change in expense authority	Referred to PGO for policy review or enhanced communication interpretation	Procurement process cancelled or amended	Other
Community Services	1						
Forests and Range		1					
Labour and Citizens' Services	3						
Transportation	1						
Health	1						
Total	6	7					

Note: While these complaints were found to be unsubstantiated, the ministries did review their processes, and take further action in some cases, including making ministry commitments to, and/or changing, their procurement procedures.