

Office of the Procurement Ombudsman e-newsletter

OPO Perspectives du BOA

e-Bulletin du Bureau de l'ombudsman de l'approvisionnement



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Canada



We're happy to introduce the first issue of *Perspectives*, OPO's quarterly e-newsletter. The purpose of this newsletter is simple- to provide Canadian businesses with updates on OPO's services and activities. Building new relationships as well as enhancing current ties within the Canadian business community has been a top priority for us this year. We've launched a new more user-friendly [website](#) and a social media presence through [Twitter](#), [Facebook](#) and [LinkedIn](#). We've also launched a national Town Hall tour, which in the last few months has taken us to Halifax, Kingston, Mississauga, Toronto and Regina where we spoke to businesses about our services and in return, they've shared with us their experiences selling goods and services to the federal government. We've heard both the positive and the less than positive on issues such as supplier debriefings; restrictive criteria used to justify sole sourcing; late amendments to Statements of Work without extensions to bid closing dates; and time-consuming security clearance processes. We look forward to more productive dialogue as we continue to meet with Canadian businesses. Check out the Upcoming Events Calendar- we might be coming to a city near you!

We have also wrapped up two reviews of supplier complaints. For summaries of both, go to:

- [Compensation Recommended for Supplier Whose Bid Was Wrongfully Rejected](#)
- [Did the Department Adhere to the Terms and Conditions of the Standing Offer \(SO\)?](#)



UPCOMING EVENTS



- Oct. 30: Calgary Town Hall
- Nov. 4: [CPPC Conference](#) (St. John's)
- Nov. 6: St. John's Town Hall
- Nov. 27: Ottawa Town Hall
- Dec. 12: Kanata Town Hall* (*to be confirmed)

In the Works!

- Our **review of a supplier complaint** regarding compliance with the Terms and Conditions of a Standing Offer. To be completed in November 2013.
- Our **review of a supplier complaint** regarding alleged restrictive mandatory evaluation criteria. To be completed in early 2014.



Bidding Period Extended

A business contacted a federal department requesting clarification on a request for proposal (RFP); the supplier's question went unanswered for three weeks. Once the questions were answered, the supplier asked for an extension of the bid closing date. The request was denied, so the supplier contacted OPO alleging the department had provided inadequate time to prepare the bid. OPO intervened and pointed out that the questions and answers were improperly posted on MERX™. As a result, the government department agreed to extend the bid closing date.

