



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Municipal Property Assessment Corporation

Procurement Complaint Process

Instructions:

1. Submit a document with the subject line "Procurement Complaint Form" and any supporting documentation, by email, to the Manager, Strategic Sourcing and Contract Management. A completed Procurement Complaint Form shall include, at a minimum, the following information:
 - a. RFP/RFQ/RFT name and number;
 - b. Date of debriefing and name of the MPAC procurement officer who conducted the debriefing, if applicable;
 - c. Name and address of the supplier;
 - d. Name, telephone number and email address of the supplier's contact person;
 - e. Identification of the provision(s) of the procurement documents and/or procurement procedure that is alleged to have been breached;
 - f. Precise statement of the relevant facts, including any relevant supporting documentation;
 - g. Identification of the issues to be resolved; and
 - h. Supplier's requested remedy.
2. MPAC reserves the right, in its sole discretion, not to consider any Procurement Complaint Form that does not contain all of the above required information. MPAC may, but is not obligated to, request additional information from a supplier during its review of a Procurement Complaint Form.
3. A fully completed Procurement Complaint Form must be received no later than 15 business days following a debriefing by MPAC or, if the complaint is in relation to a procurement process that is not yet complete or to a non-competitive procurement decision, no later than 15 business days following the date on which the basis of the complaint became known or reasonably should have become known to the supplier. MPAC reserves the right, in its sole discretion, not to consider any Procurement Complaint Form received after such deadlines.

4. Prior to initiating a formal complaint, suppliers are strongly encouraged to raise their concerns with the designated procurement contact person identified in the procurement documents issued by MPAC.
5. The Manager, Strategic Sourcing and Contract Management will respond, in writing, to the supplier no later than 15 business days following receipt of a completed Procurement Complaint Form submitted in accordance with these instructions.
6. If, following receipt of a response from the Manager, Strategic Sourcing and Contract Management, the supplier believes that a complaint has not been resolved to its satisfaction, the supplier may contact the General Counsel, in writing, no later than 10 business days following receipt of the response from the Manager, Strategic Sourcing and Contract Management. The final decision will be made by the General Counsel and will be communicated, in writing, to the supplier no later than 15 business days following receipt of a request for reconsideration.
7. Following a review of a Procurement Complaint Form submitted in accordance with this process, a supplier may have the right to seek recourse to the courts of Ontario and should seek independent legal advice about initiating any such action. However, if a supplier has commenced formal legal action prior to the submission of a Procurement Complaint Form pursuant to this process, MPAC will not review such complaint.
8. Contact information for the Manager, Strategic Sourcing and Contract Management is as follows:

Hanan Barakat, Manager, Strategic Sourcing and Contract Management
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON L1V 0C4
T: (289) 315-3011
Email: hanan.barakat@mpac.ca

Contact information for the General Counsel is as follows:

Michael Bowman, General Counsel
Municipal Property Assessment Corporation
1340 Pickering Parkway, Suite 101
Pickering, ON L1V 0C4
T: (289) 315-1267
Email: michael.bowman@mpac.ca