

**Washington Department of Fish and Wildlife
Complaint Process Procedure
March 2013**

Procurement Complaint Process

Vendors considering submitting a bid or proposal in response to any request for bids, request for qualifications, request for proposals or any solicitation for goods and services under RCW 39.26 may submit complaints regarding a particular solicitation to the WDFW solicitation point of contact. Vendors may submit a complaint on the following for any solicitation:

- The solicitation unnecessarily restricts competition;
- The solicitation evaluation or scoring process is unfair or flawed; or
- The solicitation requirements are inadequate or insufficient to prepare a response.

All complaints submitted under this process must:

- Be in writing;
- Be received by the WDFW solicitation point of contact by e-mail not later than five business days before the vendor's response to a solicitation is required to be submitted to WDFW.
- Clearly articulate the basis for the complaint; and
- Include a proposed remedy.

WDFW will respond to complaints in writing and post the response (and any changes to the solicitation required by the response) on WEBS. Vendors may not appeal the response or raise the same complaint during any protest period.

Please contact the WDFW Contracts and Purchasing Manager at (360) 902-2230 for more information.