

DES-170-00 Complaints and Protests

Frequently Asked Questions (FAQs)

Does the complaint and protest policy apply to low dollar request for quotes (RFQs) in which the lowest bid price determines the award?

Yes.

What if the agency has an urgent need that cannot accommodate the length of time it takes to fulfill the required complaint and protest timelines?

Most agency procurement needs may be satisfied through proper planning, direct buy provisions or use of qualified master contracts. However, if DES procurement analysis suggests otherwise, an exemption may be granted.

Are solicitations released prior to Jan. 1, 2013, exempt from this policy?

Yes. Agencies are to follow the related laws, rules, and policies in force at the time when the solicitation was released.

When should a protest bond be required and how do you set the bond limit?

DES is in the process of developing a protest bond policy and best practices. Until then, agencies should contact DES prior to requiring a protest bond.

What is a debriefing conference and how do I conduct one?

A debriefing conference provides an opportunity for the bidder to meet with the agency to discuss its bid and evaluation. DES is developing a debriefing conference policy with information on how to conduct a debriefing conference.