

## **Procedure - Vendor Notification and Debriefing**

**Version 2.0**

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***Corporate Procurement***

**Version history**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Approver</b>	<b>Amendments</b>
1.0	August 2016	F.Jorda/ CPC/ OSS	A. Janssens/ CPC/OSS	
2.0	May 2017	U. Mijuskovic/ CPC/ OSS	A. Janssens/ CPC/OSS	Debriefing period for unsuccessful bidders ; Request for debriefing by vendors within 30 calendar days after notification ; debriefing record ; clearance of written debriefing document

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## Introduction

0. This document serves as reference to Procurement Initiators and Procurement Experts on how to go about notifying vendors and debriefing of unsuccessful vendors.

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## Notifying unsuccessful bidders

1. The Procurement Actor who conducted the bidding and evaluation stage (i.e. the Procurement Initiator or the Procurement Expert) shall notify in writing all unsuccessful bidders who submitted offers in response to an invitation to bid (ITB) or request for proposals (RFP) within two weeks after a contract is signed by WHO and the selected supplier.

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## Debriefings

2. WHO does not routinely convene debriefings for unsuccessful bidders. However, in the case of procurement exceeding US\$200,000 or technical or complex awards, WHO may decide to conduct a debriefing upon the written request from an unsuccessful bidder.
3. A written request for a debriefing must be received within 30 calendar days of the unsuccessful bidder's receipt of notification. The Procurement Actor who conducted the bidding and evaluation stage (i.e. the Procurement Initiator or the Procurement Officer) will arrange the debriefing within two weeks following the reception of the request.
4. The convening of debriefing meetings in case of procurement exceeding US\$200,000 or technical or complex awards can be advantageous to both WHO and unsuccessful bidders in the following ways:
  - debriefings allow vendors to learn about their weaknesses and thus improve the quality of their bids for future tenders;
  - debriefings contribute to building the trust of the business community in WHO; and
  - they are an opportunity for WHO to clarify its decision in a cordial manner, thus avoiding potential escalation of bidder concerns into formal complaints.
5. The purpose of the debriefing should be a "lessons learned" experience for the unsuccessful bidder, enabling the bidder to respond better to future solicitations. As such, the debriefing should focus on the bidder's offer.
6. The debriefing shall be focused exclusively on:
  - The strengths and weaknesses of the unsuccessful bidder's offer;
  - An explanation of the general basis of the Organization's award decision (without reference to individual bids).
7. The following shall NOT be disclosed in a debriefing:
  - confidential or other proprietary information or commercially sensitive information (such as trade secrets), including the methodology or approach of other bidders;
  - comparison of the relevant bidder's offer to the other offers, including the successful offer;
  - financial or cost information about other bidders;
  - financial or technical evaluation or scoring, or the ranking of other bidders; or
  - any information contained in other bidders' offers.
8. Debriefings may be done either by meeting in person, by teleconference, by videoconference or in writing.

9. Where the debriefing takes the form of a meeting or conference, the debriefing session shall be conducted by at least two WHO staff members, one of them the Procurement Actor that administered and/or facilitated the bid evaluation process and the other a representative from the requesting unit. The tone of the debriefing should, in as much as possible, be objective, constructive and respectful of the other party. The WHO staff involved should avoid criticizing the proposal under discussion, allow the other party to speak as much as necessary, and be mindful of the sensitivities of an unsuccessful bidder.
10. Regardless of the debriefing method, a record thereof shall be made and maintained in the procurement file. The record shall include the debriefing dates, names and roles of the participants and a summary of the discussed points.
11. When the debriefing is conducted in writing, the debriefing document needs to be cleared by the final Requisition Approver before it is sent to the vendor.