



Canadian International
Trade Tribunal

Tribunal canadien du
commerce extérieur

CANADIAN
INTERNATIONAL
TRADE TRIBUNAL

Procurement

DECISION

File PR-2024-086

Customer Service Professionals
Network Inc.

*Decision made
Tuesday, April 8, 2025*

*Decision issued
Friday, April 11, 2025*

IN THE MATTER OF a complaint filed pursuant to subsection 30.11(1) of the *Canadian International Trade Tribunal Act*.

BY

CUSTOMER SERVICE PROFESSIONALS NETWORK INC.

AGAINST

THE DEPARTMENT OF EMPLOYMENT AND SOCIAL DEVELOPMENT

DECISION

Customer Service Professionals Network Inc. filed a complaint that relates to a solicitation by the Department of Employment and Social Development (ESDC) on facilitation services for the delivery of multiple virtual trainings to ESDC call centre employees.

The Canadian International Trade Tribunal has decided not to conduct an inquiry into the complaint, pursuant to subsection 30.13(1) of the *Canadian International Trade Tribunal Act*.

The Tribunal finds that the evidence in this complaint does not disclose a reasonable indication that the procurement has not been conducted in accordance with the applicable trade agreements as set out in paragraph 7(1)(c) of the *Canadian International Trade Tribunal Procurement Inquiry Regulations*.

Susana May Yon Lee

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Presiding Member

The statement of reasons will be issued at a later date.