

## STANDARD PROTEST/GRIEVANCE PROCEDURES FOR VENDORS USED BY STATE PURCHASING BUREAU

This standard policy is used for commodity or services purchases processed by the AS Materiel Division State Purchasing Bureau.

If a commodity or service is bid directly by an agency, the Director of that agency is responsible for handling protests. All protests/grievances are to be forwarded to the Director of that agency.

Administrative procedures, if processed through the AS State Purchasing Bureau, for filing grievances/protests by a vendor relating to an award are as follows:

1. Within ten (10) business days of the posting of the award (commodity) or intent to award (service), grievances/protests are to be expressed in writing and mailed to the Materiel Division Administrator, Administrative Services, P.O. Box 94847, Lincoln, NE 68509-4847. The letter should state the bid number and specific issues that are to be addressed, and should provide a point of contact and address to which a response can be sent.
2. A response will be made in writing by the Materiel Division Administrator, generally within ten (10) business days of receipt of the grievance/protest by the Materiel Division Administrator.
3. If the response from the Materiel Division Administrator has not satisfied the grievance of the vendor, the vendor shall mail a protest letter stating the bid number, the specific issues that are to be addressed, and requesting a meeting with the Materiel Division Administrator and the Director of Administrative Services to: Director of Administrative Services, Room 1315, State Capitol, P.O. Box 94664, Lincoln, NE 68509-4664, and shall be received by the Director's office within ten (10) business days of the date of the response of the Materiel Division Administrator.
4. A meeting will be scheduled with the vendor, the Materiel Division Administrator, and the Director of Administrative Services for the vendor to present to the Director the issues to be considered.
5. A written response of the final decision of the Director of Administrative Services will be sent to the vendor, generally within ten (10) business days unless additional time is necessary to fully examine the issues presented.
6. If desired, the vendor may opt to skip Steps 1 and 2, and grieve simultaneously to both the Materiel Division Administrator and the Director of Administrative Services (begin with Step 3 above).