

Category: Operations

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Policy Title: [Vendor Appeal](#)

Policy Statement: A vendor may raise an appeal concerning a proposal solicitation or award with the Chief Financial Officer or other officer designated in the proposal documents.

Procedures:

A vendor may request an appeal concerning a proposal solicitation or award with the CFO who will respond within five (5) business days as follows:

- If the appeal is made prior to proposal opening, an addendum to the proposal document will be issued if the CFO decides there is a need to do so in order to make a clarification;
- If the appeal is made following proposal opening, the CFO will acknowledge the appeal by providing the vendor with a copy of the appeal procedure, and
- Notifying the GCCC proposal initiator who will review the appeal and respond to the vendor in writing within five (5) days of receiving the appeal from the CFO.

A vendor dissatisfied with the response of the GCCC proposal initiator, may file a written complaint to the appropriate GCCC Vice President. The vendor shall:

- Identify the proposal being grieved;
- Fully state the appeal;
- State the specific reasons for filing the appeal and reference any applicable documents; and
- State the desired remedy.

The Vice President shall review the facts and issue a determination in writing no later than five business days following receipt of the vendor's written complaint.

A vendor dissatisfied with the response of the Vice President may appeal to the CFO. The appeal shall:

- Be made in writing no more than five business days of the day of the Vice President's response
- Be limited to the issues raised in the written complaint to the Vice President
- Not include any issues not previously raised

CFO shall review:

- The vendor's complaint;
- The Vice President's written determination and;
- Supporting information regarding the issues which either the vendor or the Vice President wants considered

The CFO determination shall be issued in writing no later than five (5) business days following receipt of the appeal

Final decision – the CFO determination is the final decision of the college and the vendor shall be deemed to have exhausted all administrative remedies.

No award of contract shall be made until the appeal is resolved except when

- An award was made before the appeal was filed or
- The CFO makes a written determination awarding the contract without delay to protect the substantial interests of the college.

Contacts: Chief Financial Officer

Approved Date: 9/1/2016

Policy History: [Click here to enter text.](#)

Keywords: purchasing, bids, proposals, RFP, single source, vendor, requisition, purchase order, purchase card

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