

Department of Transportation **Guidance Document**

This guidance document is advisory in nature but is binding on an agency until amended by such agency. A guidance document does not include internal procedural documents that only affect the internal operations of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules and regulations made in accordance with the Administrative Procedure Act. If you believe that this guidance document imposes additional requirements or penalties on regulated parties, you may request a review of the document.

NEBRASKA DEPARTMENT OF TRANSPORTATION OPERATIONS PROCUREMENT DIVISION

STANDARD PROTEST/GRIEVANCE PROCEDURES FOR VENDORS

This policy is used to protest a commodity or service contract awarded through an agency, to which the Director of that agency or other designated Division Manager is responsible for handling protests. All grievances/protests are to be forwarded to the Director of that agency or other designated Division Manager.

Grievances/Protests are only accepted from vendors who have submitted a timely bid response in connection with the award in question. Procedures for grievances/protests are as follows:

1. Grievances/protests must be expressed in writing and submitted to the Operations Procurement Division at NDOT.OperationsProcurement@nebraska.gov or NDOT Operations Procurement Division, 5001 S. 14th Street, Lincoln, NE 68512 and shall: (1) reference the bid number; (2) include specific issues being disputed; and (3) provide a point of contact and email or mailing address to which a response can be sent. All grievances/protests must be received within ten (10) business days of the posting of the intent to award, in order to be considered valid.
2. A response will be made in writing generally within ten (10) business days of receipt of the grievance/protest by the Director or other designated Division Manager.
3. **If the response from the Director or other designated Division Manager has not satisfied the grievance**, a written request for a meeting with Director or designee of the Director's choosing, and the Procurement Manager may be submitted to: NDOT.OperationsProcurement@nebraska.gov or NDOT Operations Procurement Division, 5001 S. 14th Street, Lincoln, NE 68512. Such request shall: (1) reference the bid number; (2) include the specific issues disputed; (3) provide a point of contact and mailing address, and (4) must be received within ten (10) business days of the date of the NDOT's response in order to be considered a valid meeting request.
4. A meeting will be scheduled and held with the vendor allowing the vendor to present the issues identified in the grievance/protest.
5. A written final decision will be made in writing, generally within ten (10) business days, unless additional time is necessary to fully examine the issues presented.