

# Nebraska Department of Roads (NDOR)

## Operations Division

### Grievance and Protest Procedures for Vendors

Grievances/Protests will only be accepted from vendors who have timely submitted a bid response in connection with the award in question. Administrative procedures for filing grievances/protests by an eligible vendor are as follows:

1. Grievances/protests must be expressed in writing, directed to: NDOR-Operations Division Procurement Manager, PO Box 94759, Lincoln, NE 68509-4759. Grievances/protests should 1) reference the bid number; 2) include specific issues that are to be addressed; and 3) provide a point of contact and 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 a valid grievance/protest.
2. A response will be made in writing to the point of contact provided in the grievance/protest by the Operations Division Procurement Manager, generally within ten (10) business days of receipt of the grievance/protest by the Operations Division Procurement Manager.
3. **If the response from the Operations Division Procurement Manager has not satisfied the grievance of the vendor**, the vendor may request a meeting with the Operations Division Procurement Manager and the Director of the Department of Roads, expressed in writing, directed to Operations Division, Procurement, PO Box 94759, Lincoln, NE 68509-4759. Such request should 1) reference the bid number; 2) include specific issues that are to be addressed; and 3) provide a point of contact and mailing address. All meeting requests must be received within ten (10) business days of the date of the response of the Operations Division Procurement Manager in order to be considered a valid request.
4. A meeting will be scheduled with the vendor, Operations Division Procurement Manager and Director of Department of Roads for the vendor to present their issues to the Director.
5. A written response of the final decision of the Director of the Department of Roads 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, a vendor may opt to skip Steps 1 and 2 and grieve simultaneously to the Operations Division Procurement Manager and the Director of Department of Roads (*begin with Step 3 above*).