

VENDOR PROTESTS

Attempts will be made to be sure bid specifications, terms and conditions are thorough and correct. All appropriate steps will be followed when determining award of a bid package. Even with careful evaluation, vendor protests may be inevitable at some times.

All vendor complaints will be directed to the Purchasing Department.

The following guidelines will be followed when responding to a vendor's protest:

- a. Complaints must be in writing.
- b. Complaints must contain the following information:
 - name, address and telephone number of the protester;
 - the signature of the protester or its representative;
 - identification of the bid package;
 - detailed statement of the legal and factual grounds of the protest, including copies of relevant documents; and
 - form of relief being sought
- c. Complaints must be filed within five days of the recommendation of the award.
- d. When a protest is first received, an immediate attempt will be made to contact the vendor to discuss the issue. The Purchasing department will attempt to provide the protester with a thorough explanation of the evaluation factors.
- e. The Purchasing Department in conjunction with the County Administrator and County Attorney will prepare a written protest decision within five days.