NEBRASKA DEPARTENT OF HEALTH AND HUMAN SERVICE – FOOD DISTRIBUTION PROGRAM

STANDARD PROTEST/GRIEVANCE PROCEDURES FOR CONTRACTORS

This policy is used to protest a service contract awarded through DHHS Food Distribution.

Grievances/Protests will only be accepted from Contractors who have submitted a timely bid response in connection with the award in question. Administrative procedures for grievances or protests are as follows:

1. Grievances or protests must be expressed in writing, directed to: DHHS Food Distribution Coordinator PO Box 95026, Lincoln, NE 68509. Grievances or protests should (1) reference the bid number; (2) include specific issues that are disputed; 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 or protest.

2. A response will be made in writing to the point of contact provided in the grievance/protest by the Food Distribution Coordinator, generally within ten (10) business days of receipt of the grievance or protest.

3. If the response from the Food Distribution Coordinator has not satisfied the grievance of the Contractor, the Contractor may make a written request for a meeting with the Economic Assistance Policy Administrator or designee of the Administrator's choosing, by directing such request to: DHHS Economic Assistance Policy Administrator, PO Box 95026, Lincoln, NE 68509. Such request should (1) reference the bid number; (2) include the specific issues disputed; 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 Food Distribution Coordinator's response in order to be considered a valid request.

4. A meeting will be scheduled and held with the Contractor, Economic Assistance Policy Administrator or designee, and the Food Distribution Coordinator for the Contractor to present their issues.

5. A written final decision will be sent to the Contractor, generally within ten (10) business days, unless additional time is necessary to fully examine the issues presented.