

NEBRASKA DEPARTMENT OF LABOR

Standard Protest / Grievance Procedures for Vendors

This policy is used to protest a commodity or service contract awarded through the Nebraska Department of Labor (NDOL).

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 processed through the NDOL are as follows:

1. Any grievance/protest 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. Grievances/protests must be made in writing and directed to:

Office of General Counsel
Nebraska Department of Labor
550 South 16th Street
Lincoln, NE 68508
3. Grievances must include the following information:
 - The bid number,
 - Specific issues that are disputed, and
 - A point of contact and mailing address to which a response can be sent.
4. NDOL will respond in writing to the point of contact provided in the grievance/protest within ten (10) business days of the date of the grievance/protest.
5. If NDOL's response does not satisfy the grievance/protest, the vendor may make a written request for a meeting with NDOL's Office of General Counsel (or its designee). Said request must be served upon the NDOL's Office of General Counsel at the address above. Said request must be received within ten (10) business days of NDOL's response and shall include:
 - The bid number,
 - Specific issues that are disputed, and
 - A point of contact and mailing address to which a response can be sent.
6. NDOL's General Counsel shall issue a final, written decision to the vendor, generally within ten (10) business days, unless additional time is necessary to fully examine the issues presented. The decision of NDOL's General Counsel is not subject to further appeal.

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