

CONTRACT DISPUTE RESOLUTION OVERVIEW

For Agency with a Complaint, Issue or Performance Concern

Agency Responsibilities include:

- Contact the Vendor (by phone, written communication)
- Advise the Vendor of the concern
- Provide the Vendor with an opportunity to correct the concern
- Follow up to ensure correction has been made
- If correction is made, process is complete
- If correction is not made, elevate to Government Support Services (GSS)
 - Provide completed [Corrective Action Request](#) to GSS

Vendor Opportunity to Resolve an Agency Complaint, Issue or Performance Concern

- Contact the Agency (by phone, written communication)
- Advise the Agency of the concern
- Provide the Agency with an opportunity to correct the concern
- Follow up to ensure correction has been made
- If correction is made, process is complete
- If correction is not made, or concern is not resolved, elevate to Government Support Services (GSS)
 - Vendors may, at their discretion, provide GSS with a completed Corrective Action Request

Government Support Services Responsibilities include:

- Evaluate Corrective Action Request
- If Agency (Vendor) request is appropriate and prerequisite steps have been taken, GSS will follow up with Vendor (Agency) in writing. GSS will establish a timeline for the Corrective Action Request resolution and place the document in the contract file
- Government Support Services will follow-up based on the established timeline. If the dispute is not resolved, Government Support Services will review contract terms and conditions to determine all available options for resolution with the Vendor (Agency).

Resolutions may include, up to and including possible contract termination, if deemed appropriate; which may impact future business between the Vendor and the State.

- Government Support Services will provide the Agency (Vendor) with the final resolution of the Corrective Action Request submitted.