AGENCY RESPONSIBILITY

Vendor Non-compliance

Agency Receives Response

Response Accepted

Corrective Action Complete

Agency Contact Vendor

No or Unsatisfactory Response From Vendor

Agency Contacts GSS Contract Officer

Complaints, Corrective Action Request sent to GSS

GOV'T SUPPORT SERVICES RESPONSIBILITY

GSS Reviews Appropriate Steps Taken?

Yes, Agency Followed Procedure

SCPO Prepares Vendor Letter & Discuss Options w/Admin

Letter Sent w/Corrective Action to Vendor

Intended Response From Vendor Received

Notify Agency & Vendor of resolution

Corrective Action Complete

No, Return to Agency for Additional Information/Action

Contract Officer Review Terms & Conditions for Appropriate Responses

Contract Officer Determines States Best Interest

Advise Agency & Vendor

Vendor or Agency

Vendor Action Required

Advise Agency & Vendor

Agency Action Required

Advise Agency & Vendor

Renegotiate Contract

Contract Officer Determine Legal Ramifications

Advise Agency & Vendor

Cancel Contract

Secure new contract vendor to provide goods or service

Enforce Provision of Contract
GOVERNMENT SUPPORT SERVICES
VENDOR DISPUTE RESOLUTION PROCESS

VENDOR OPPORTUNITY TO RESOLVE

Agency Non-compliance

Vendor Receives Response

Response Accepted

Corrective Action Complete

Vendor Contacts Agency

No or Unsatisfactory Response From Agency

Vendor Contacts GSS Contract Officer

Corrective Action Request sent to GSS

GOVERNMENT SUPPORT SERVICES RESPONSIBILITY

GSS Reviews Appropriate Steps Taken?

Yes - Vendor Followed Procedure

SCPO Engages Agency for Review

Communication of Corrective Action to Agency

Intended Response From Agency Received

Notify Agency & Vendor of resolution

Corrective Action Complete

No - Return to Vendor for Additional Information/Action

Contract Officer Review Terms & Conditions for Appropriate Responses

No - Incomplete or Unsatisfactory Response From Agency

Request additional information as appropriate

Enforce Provision of Contract

Renegotiate Contract

Cancel Contract

Vendor or Agency

Vendor Action Required

Advising Agency & Vendor

Agency Action Required

Advise Agency & Vendor

Contract Officer Determines State's Best Interest

Advise Agency & Vendor

Contract Officer Determine Legal Ramifications

Advising Agency & Vendor

Secure new contract vendor to provide goods or service