



State Procurement Manual

Department of Administration, State Bureau of Procurement

Number
PRO-413

Section	Effective	Replaces
CONTRACT ADMINISTRATION AND TRANSACTIONS	9/16/19	PRO-G-6, J-4 6-1-87
Title		Page
REPORTING SUPPLIER COMPLAINTS		1 of 2

SCOPE: The purpose of this policy is to establish procedure for reporting complaints related to supplier performance to the State Bureau of Procurement, and the Bureau’s responsibility for monitoring complaint activity.

POLICY: In order to ensure contracts are successful and performance is sufficiently monitored, agencies and the State Bureau of Procurement (Bureau) have a responsibility to encourage communication between contract administrators, managers and those using contracts.

Contract customers have a responsibility to report any unsatisfactory contract performance to the agency purchasing office or to the Bureau.

Complaints resulting in a good faith payment dispute will also follow PRO-412, Receiving and Acceptance of Purchased Goods and Services.

- PROCEDURE:**
- I. Agency Responsibilities
 - A. Agencies will use form DOA-3686: Complaint Report on Vendor/Contractor Performance, or its functional equivalent, to document contractor performance issues.
 - B. Agencies will establish internal procedures to ensure proper documentation and reporting of contract issues.
 - C. Agencies with services contracts will monitor and resolve complaints per PRO-405, Contract Administration.
 - D. For services contracts, the agency will provide an evaluation of any unsatisfactory contractor performance to the Bureau within 60 days of fulfillment of the contract.
 - E. For state printing, when an order from a statewide contract or simplified bid does not meet expectations, the agency will



Legal Authority

Wis. Stats. 16.705(6), (7); 16.72(4)(a); 16.82(4);
35.03; 227.42
Wis. Admin. Code § Adm. 10.12, 10.14
Agencies Affected: All, unless otherwise noted

Authorized:
Sara Redford, Director
State Bureau of Procurement



State Procurement Manual

Department of Administration, State Bureau of Procurement

Number
PRO-413

Section	Effective	Replaces
CONTRACT ADMINISTRATION AND TRANSACTIONS	9/16/19	PRO-G-6, J-4 6-1-87
Title		Page
REPORTING SUPPLIER COMPLAINTS		2 of 2

notify the supplier to rectify the problem. Solutions may include reprints, reduction in price or other means as appropriate. If the parties are unable to reach a resolution, the agency will contact the Bureau and file a report using form DOA-3089: Printing Order Evaluation or similar.

II. Bureau Responsibilities

- A. For enterprise, statewide contracts, the Bureau will receive documented complaints centrally.
- B. Upon receipt of an agency evaluation of unsatisfactory contractor performance, the Bureau will review and investigate any outstanding claims.
- C. The Bureau will use the evaluation and the results of its review to determine if the contractor should be placed on a list of contractors found to have performed in an unsatisfactory manner.

III. Supplier Diversity Program

Any complaint involving a supplier-diverse business will also be referred to the director of the Supplier Diversity Program. See PRO-606, Supplier Diversity Policy and Reporting.

REFERENCE: DOA-3686: Complaint Report on Vendor/Contractor Performance
DOA-3089: Printing Order Evaluation



Legal Authority

Wis. Stats. 16.705(6), (7); 16.72(4)(a); 16.82(4);
35.03; 227.42
Wis. Admin. Code § Adm. 10.12, 10.14
Agencies Affected: All, unless otherwise noted

Authorized:
Sara Redford, Director
State Bureau of Procurement