



## PROTEST PROCEDURES

Protests concerning COAST's purchasing policies, the contract requirements, the specifications, the bidding procedures, or the contract award, or any other request for explanation or clarification must be submitted in writing and must include the following information:

- The name and address of the protester.
- The name and telephone number of the protestor's contact person having responsibility.
- A complete statement of the grounds of the protest with full documentation of the protestor's claim.

### A. Pre-award Protests

Pre-award protests must be received by COAST no less than ten (10) working days before the scheduled bid opening. COAST will respond to the protest in writing and render its full decision at least five (5) working days prior to bid opening. COAST will report such protests to the FTA regional office.

### B. Post-award Protests

Post-award protests will be received no later than five (5) working days after notification of the award bid. COAST will have ten (10) working days after receipt of the formal protest package to evaluate, and issue a response. COAST will report such protests to the FTA regional office.

### C. Appeals to FTA

It is the responsibility of COAST to settle contract issues and disputes. COAST is committed to using good sound administrative practices and business judgments, as well as professional ethics. Reviews of protests by FTA will be limited to alleged failure by COAST to have followed proper protest procedures, or its failure to review a complaint or protest. Protesters dissatisfied with COAST's final decision may appeal to FTA regional or Headquarters Office within five (5) working days of the date the protester knew or should have known of the violation.