

Request for Proposals (RFP) Grievance & Appeals Process

Request for Proposals (RFP) Grievance & Appeals Process is a formal mechanism for applicants to raise issues to BHT concerning the selection process or a decision. BHT has implemented this process to further the goals of transparency and fairness in its proposal and selection process, while also providing an opportunity for partners to submit grievances. There are two main stages to the grievance and appeals process: (1) grievances; and (2) appeals. Grievances are addressed before proposals are due. Appeals are addressed after award decisions.

Grievance Process (Before Proposal Submission)

- **Timing:** The grievance must be submitted in writing no later than five (5) business days before the RFP submission due date. Untimely grievances may not be considered.
- **Submission:** The grievance must be submitted via email to communityconcern@betterhealthtogether.org with subject line “RFP Grievance” and reference to the specific RFP.
- **Content:** The grievance should clearly state the basis for the grievance and propose a remedy and include supporting information and as much detail as possible concerning the issue(s) raised.
- **Response:** BHT’s President in consultation with the Board Stewardship Committee will review the grievance and will use best efforts to respond in writing before the proposal deadline. The response is final and not subject to appeal.
- **Limitation:** Issues raised in the pre-proposal grievance process cannot be raised again during the post-award decision appeals period.

Appeals Process (After Award Decision)

- **Eligibility:** Only entities that submitted a proposal to a BHT RFP and were either 1) not awarded or 2) not awarded to the full amount requested may file an appeal.
- **Appeals Process:** If an eligible applicant disagrees with an RFP decision, the organization may submit an appeal. Appeals are limited to procedural errors, such as:
 - Mathematical errors in scoring
 - Failure to follow stated procedures
 - Bias, discrimination, or conflict of interest
- **Timing:** The appeal must be submitted in writing within ten (10) business days from the award decision from BHT. Untimely appeals may not be considered.
- **Submission:** Appeals must be in writing, signed, and submitted via email to communityconcern@betterhealthtogether.org with subject line “RFP Appeal Decision” with reference to the specific RFP and a copy of the decision.
- **Content:** The appeal must include all relevant facts, grounds for protest, supporting documentation, and the relief sought.
- **Review:** The Board Stewardship Committee will review the appeal and issue a written decision. This decision is final and not subject to further administrative appeal.