**Administrative Offices**

(330) 678-7745 PH

(330) 676-6310 FAX

**Customer Service**

(330) 676-6701

**TTY (Hearing Impaired)**

(330) 676-5100

**Scheduling & Operations**

(330) 678-1287 or 1 (877) RIDE RTA

(330) 678-7751 FAX

Portage Area Regional Transportation Authority

2000 Summit Road  Kent, Ohio 44240

***PARTA***

**PROTEST PROCEDURES**

It is the policy of *PARTA* to prepare specifications for invitations to bid or for requests for proposals that are not discriminatory in nature. All solicitations are to be open and free to all competing vendors whereby all have a reasonable chance to be successful and be awarded a contract.

If a bidder that has submitted a proposal feels that a particular solicitation is unfair, the following procedure must be followed to register a proper protest and said procedure shall be part of all solicitations:

**Pre-Bid Protest**

STEP 1. Protest must be made in writing and addressed to *PARTA*’s Secretary-Treasurer no later than three (3) business days before the scheduled bid or RFP due date. Such protest must cite what the solicitation was for and for what reason the protest is lodged.

STEP 2. The Secretary-Treasurer shall make all reasonable attempts to resolve the protest prior to the award of a contract and may reschedule the bid opening date solely at their discretion if deemed necessary. The Secretary-Treasurer must make their decision no later than ten (10) business days from the date the protest is lodged.

Continue to Step 3 under Post-Bid procedures below

**Post-Bid Protest**

STEP 1. Protest must be made in writing and addressed to *PARTA*’s Secretary-Treasurer no later than three (3) business days after the scheduled bid due date. Such protest must cite what the solicitation was for and for what reason the protest is lodged.

STEP 2. The Secretary-Treasurer shall make all reasonable attempts to resolve the protest prior to the award of a contract. The Secretary-Treasurer must make his/her decision no later than ten (10) business days from the date the protest is lodged.

STEP 3. If the protest is not satisfactorily resolved at Step 2, the person or firm making the protest may request a hearing with its legal counsel and *PARTA*, with *PARTA* 's legal counsel serving as arbitrator on the matter. Request for such a hearing must be made within fifteen (15) business days of the original date the protest was filed.

STEP 4. If the protest is not satisfactorily resolved at Step 3, the person or firm making the protest may appeal, within thirty (30) business days of the original protest date, the matter to the Board of Trustees of *PARTA*, who shall assign the matter to the appropriate standing committee of the Board, who shall hold a hearing within fifteen (15) business days on the matter and make a recommendation to the full Board to be considered at its next regularly scheduled meeting.

The decision of the board shall be final and binding on all parties.

An adversely affected party may also submit a complaint in writing directly to the Federal Transit Administration (FTA), U.S. Department of Transportation, Office of 3rd Party Contracting. The FTA will only consider whether the local procedure was followed.