

TPC's Supplier Grievance Process

TPC's Supplier Grievance Process allows supplier's access to TPC's contracting staff and leadership to address concerns, grievances or complaints about the contracting process and contract award decisions. Suppliers may also submit an inquiry related to the contracting process or award decisions. A supplier grievance form ([click here](#)) is available to assist with the grievance process. Forms must be completed and emailed to dshamlin@tpc1.com.

Timelines for TPC grievances

- Pre-award grievances must be submitted within 14 calendar days after the aggrieved party knows (or should have known) of the facts giving rise to the grievance.
- Post-award grievances must be submitted within 30 calendar days after the announcement of the contract award.

A confirmation will be sent to the supplier explaining the process and response timeframe. TPC will provide the following information:

- Major elements which were considered in the final selection
- Rationale for the final decision

In the event that this review indicates that the appropriate contracting processes were not followed by TPC's contracting team, TPC will identify, at its sole discretion, a course of action, which may or may not include re-evaluating the award decisions.

Failure of a supplier to adhere to the policy requirements above may void the grievance.

HGPII Independent Evaluation

The Healthcare Group Purchasing Industry Initiative has established a process by which a supplier may obtain an independent third-party review of contract award decisions. TPC actively supports this process and encourages suppliers who have concerns regarding an award to take advantage of this process.

Before requesting a HGPII Independent Evaluation, a supplier must first submit their grievance and complete the TPC Supplier Grievance Process. Grievances disqualified for one of the reasons set forth above are not eligible for the HGPII Independent Evaluation process. Details regarding this process can be viewed at <https://hgpii.com/what-we-do/>