

OFFICE OF DIVERSITY & INCLUSION | SUPPLIER DEVELOPMENT **MEDIATION AND RESOLUTION**



Overview

The City of Columbus offers mediation and resolution services to help vendors address barriers in the contracting process. These services provide a fair and efficient way to manage questions, resolve disputes, and support vendors through challenges. Vendors can receive guidance on payment issues, performance concerns, debriefings, registration, certification, bid opportunities, and other contracting inquiries.

Through clear communication and timely resolution, the process ensures vendors get the support needed to move forward. If an issue is identified, the City works with vendors to clarify concerns, explore solutions, and establish corrective actions that keep projects on track and relationships productive.

What type of Inquiries?

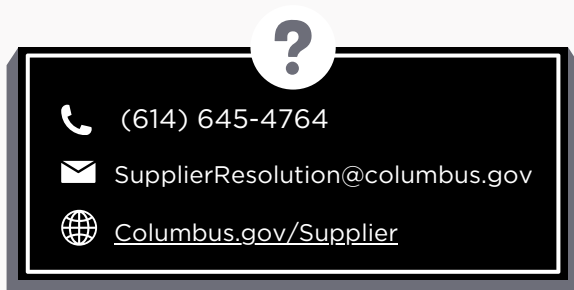
Inquiries vary, including but not limited to:

- Prime/subcontractor payment or performance issues
- Debriefings for unsuccessful bidders
- Vendor registration and portal navigation
- Certification and supplier system assistance
- Locating bid opportunities and submitting bids
- Pre-bid or post-bid questions
- Public records requests

How to initiate an inquiry?

An inquiry may be initiated in the following ways:

- By completing the [City of Columbus Supplier Resolution Form](#) online
- From evidence discovered during routine contract monitoring
- Through a submission to the supplier team or contracting department



MEDIATION AND RESOLUTION CONTINUED...

What Happens Next?

The resolution process unfolds in three phases



Phase 1: Intake & Review

01

- The City reviews your inquiry and may request clarification.
- **ISSUES MAY BE RESOLVED WITHOUT FORMAL MEDIATION.**
- If evidence of noncompliance is found, the City shall serve a warning notice to the contractor in good faith.



Phase 2: Mediation & Action Planning

02

- A structured mediation session may be held with the contractor to discuss concerns, explore solutions, and agree on next steps..
- Contractors must submit a Corrective Action Plan to the City for approval, including a timeline for resolution.



Phase 3: Implementation & Resolution

03

- Contractors must carry out corrective actions within 30 calendar days from the City's approval date.
- The City monitors progress to ensure compliance.
- **Final Determination:**
 - If compliance is achieved, the matter is closed.
 - If noncompliant, the issue is escalated to City leadership for a decision and potential enforcement.



Need more information? The City's Supplier Manual provides step-by-step detail on inquiries, mediation, and resolution processes.
[Columbus.gov/Supplier](https://columbus.gov/Supplier)