THE CITY OF COLUMBUS
ANDREW J. GINTHER, MAYOR

OFFICE OF DIVERSITY AND INCLUSION

Mediation & Resolution Services

Overview

The City of Columbus offers mediation and resolution services to help vendors address issues that may arise in the City contracting and procurement process. These services provide a fair and efficient way to manage questions, resolve disputes, and support vendors with matters related specifically to City-administered contracts and bid opportunities. Vendors can receive guidance on payment issues, performance concerns, debriefings, registration, certification, bid opportunities, and other City 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
- Guidance on vendor registration and portal navigation
- Certification and supplier system assistance
- Guidance on locating bid opportunities and submitting bids
- Pre-bid or post-bid questions

Debriefings & Public Records Requests

The City of Columbus allows all bidders to request a Debrief with the contracting department that issued the solicitation. Debriefs answer general questions that focus on planning for future solicitations. Typical questions involve ways to improve, what went well, and what to do next time.

At times, a Debrief may lead into more specific questions that will result in the bidder needing to complete a Public Records Request. Public Records Requests are initiated by using the following link:

- **https://cityofcolumbusoh.nextrequest.com/requests/new**

Need More Information?

Our Manual provides step-by-step details on inquiries, debriefs, mediation, and resolution processes:

- **ODI Supplier Development Program Manual**

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

SupplierResolution@columbus.gov
Columbus.gov/Supplier

ODI is committed to supporting vendors through every step of the contracting process.

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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 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.

Columbus.gov/Supplier

(614) 645-4764
SupplierResolution@columbus.gov