WRITTEN PROTEST PROCEDURES

Any contractor/vendor/firm that has submitted a formal bid/quote/proposal to the Macatawa Area Express, and who is adversely affected by an intended decision with respect to the award of the formal bid/quote/proposal, can file a bid protest.

Bid protests must be made in writing and submitted to the MAX Authority at its Administrative Offices:

Macatawa Area Express Transportation Authority
Attention: Executive Director
171 Lincoln Avenue, Suite 20
Holland, MI 49423

The written protest must include the following:

- The name of the bid/quote/proposal title.
- The name and address of the affected party, and the title of the person submitting the protest.
- A clear articulation of the procedure or decision being protested, and the reason(s) for the protest.
- A statement indicating the relief sought by the affected (protesting) party.
- Any other relevant information that the affected party deems to be material to the Protest.

All protests must be filed within ten (10) business days of the MAX Authority Board decision. The Executive Director or his/her designee will review the written protest and provide a written response to the protestor.

The protestor can appeal MAX’s decision/response to the MAX Authority Board, provided that the appeal is filed with the Executive Director or designee within ten (10) business days of MAX’s decision.

In the event of an appeal, the MAX Authority Board will make the final decision on the protest. All protests involving FTA funds will be disclosed to the Federal Transit Administration for informational purposes, and FTA will be kept informed about the status of the protest. A protester must exhaust all administrative remedies with the grantee before pursuing a protest with FTA.