

CONTRACT COMPLIANCE AND COMPLAINTS

Policy Title: Contractor Compliance and Complaints

Policy Type: Administrative

Policy Number: #43-29 (2014)

Approved: 04/03/2015

Responsible Office: Procurement Services

Responsible Executive: Vice President for Finance and Administration

Applies to: University Employees

POLICY STATEMENT

The University expects contractors to provide high quality goods and services at a reasonable cost. The University has established policy to help ensure Contractors fulfill the terms and conditions of contracts.

TABLE OF CONTENTS	PAGE NUMBER
Definitions.....	1
Contacts.....	1
Stakeholder(s)	2
Contract Compliance and Complaints Policy Contents.....	2
Publication.....	2
Review Schedule.....	2
Related Documents.....	3
Forms.....	3

DEFINITIONS

None

CONTACT(S)

Procurement Services officially interprets this policy. The Vice President for Finance and Administration is responsible for obtaining approval for any revisions as required by BOV Policy # 01 (2014) *Creating and Maintaining Policies* <https://www.nsu.edu/policy/bov-01.aspx> through the appropriate governance structures. Questions regarding this policy should be directed to Procurement Services.

STAKEHOLDER(S)

University Community

CONTRACT COMPLIANCE AND COMPLAINTS POLICY CONTENTS

The department or activity for which a contract has been created has the primary responsibility for monitoring and ensuring the contractor's compliance with the terms and conditions of the contract; therefore, it is essential that department personnel involved in the project be thoroughly familiar with the contract. The Contracts Officer awarding the contract is available to assist with interpretations of terms and conditions or with any other questions related to a contract.

Procurement Services is not in a position to fully evaluate all items of purchase, only the users can do so. Therefore, the user is urged to exercise the responsibility of informing Procurement Services when dissatisfied with any items or services purchased.

Invoice Processing. Most contracts awarded by the University contain a "Payment Method" provision which should be strictly applied. It usually stipulates that payment through the State Treasurer will be made only after satisfactory completion of all work and after receipt of an invoice prepared in a format acceptable to the University. By signing the contract, the contractor has agreed to the provision. Subsequent requests to honor invoices for partially completed work should be approved only when to do so is in the best interest of the University. It is equally important to promptly complete receiving detail upon satisfactory completion of the project.

PUBLICATION

This policy shall be widely published or distributed to the University Community. To ensure timely publication and distribution thereof the Responsible Executive will make every effort to;

- Communicate the policy in writing, electronically, or otherwise, to the University community, including current and prospective students within 14 days of approval;
- Submit this policy for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the related webpages; and
- Educate and train all stakeholders and appropriate audiences on the policy's content as necessary. Failure to meet the publication requirements does not invalidate this policy.

REVIEW SCHEDULE

- Next Scheduled Review: 08/16/2021
- Approval by, date: President, 04/03/2015
- Revision History: 07/01/1995, 07/01/2014, 07/01/2015, 10/6/2016, 10/23/2017, 08/16/2018
- Supersedes: Procurement Services Policy and Procedures No. 16

RELATED DOCUMENTS

There are no related documents associated with this policy.

FORMS

There are no forms associated with this policy.