
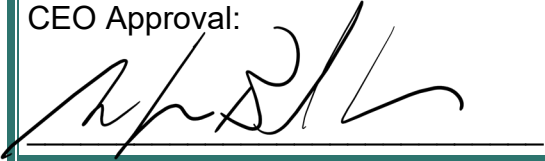


Policy Title: Subcontractor Dispute Resolution		
Department: Contracts		
Date Issued: 02/07/2012	Revised Date: 01/03/2018 Review Date: 05/11/2024	
CEO Approval: 	Effective Date: <u>9/22/2024</u>	

POLICY:

It is the policy of Central Florida Cares Health System, Inc. (CFCHS) to handle Subcontractor disputes with CFCHS competently, expeditiously, and equitably for both parties.

RELATED POLICIES:

- Accounting Policies and Procedures
- Funding Allocation and Reductions
- Subcontractor Compliance and Performance Improvement

REFERENCES:

- Standard Contract between CFCHS and the Florida Department of Children and Families (Department)
- Attachment I of the contract between CFCHS and the Department
- Subcontractor Contracts with CFCHS

PURPOSE:

This policy provides guidelines regarding the CFCHS dispute resolution mechanisms available to Subcontractors.

PROCEDURES:

1. Subcontractors may dispute issues involving:
 - a. Subcontract awards
 - b. Funding allocation
 - c. Denial of payment
 - d. Assignment of financial penalties or corrective actions
 - e. Interpretation of the subcontract
 - f. Other CFCHS actions that have a negative impact on the Subcontractor

2. Dispute Resolution procedures are outlined in all related polices and references noted above. Dispute resolution shall be sought from the following parties in the order indicated.
 - a. Contract Manager
 - b. CFCHS CEO

- c. Executive Committee of the CFCHS Board of Directors
 - d. Mediation
3. Process for Dispute Resolution.
- a. Any dispute concerning performance or payment shall be decided by the CFCHS Contract Manager, who shall put the decision in writing and provide a copy to the Subcontractor.
 - b. The decision shall be final and conclusive unless within twenty-one (21) calendar days from the date of receipt of the Contract Manager's decision, the Subcontractor delivers to the Contract Manager an appeal. Appeals shall be in writing on paper and physically sent to the CFCHS Contract Manager, by U.S. Postal Service or any other delivery service that provides verification of delivery or by hand delivery.
 - c. Upon receipt of the written request for appeal, the CFCHS Contract Manager along with any other pertinent CFCHS staff and the Subcontractor shall attempt to amicably resolve the dispute through face-to-face negotiations.
 - d. If the representatives are unable to reach a mutually satisfactory resolution, either representative may request referral of the issue to the Managing Entity's Chief Executive Officer (CEO).
 - e. If the Managing Entity's CEO and Subcontractor are unable to reach a mutually satisfactory resolution, either representative may request referral of the issue to the Executive Committee of the CFCHS Board of Directors.
 - f. When the Executive Committee action fails to resolve the dispute, CFCHS and Subcontractor agree to seek independent mediation and to accept and abide by the findings of the mediator as the final recourse.
 - g. Timely delivery of an appeal and completion of the negotiation process shall be a condition precedent to any legal action by the Subcontractor concerning the contract with CFCHS.