

HBITS Form 6:
Authorized User Issue Form

Agency/Governmental Entity:	
Authorized User Contact Phone #:	
Authorized user E-mail:	
Vendor Name:	
Staff Name(s):	
Task Order #:	
Issue Report Date to OGS:	
Description of Issue:	
Have you tried to directly resolve this with the Contractor?	
When did this occur?	
2ND Instance?	
3rd Instance?	
Was the Contractor responsive to attempts to resolve issue?	
Did the agency provide all workplace rules to the Consultant(s)?	
If Yes, on what date?	
What was the first responsive corrective action?	
What was the suspected cause?	
What steps should be considered to correct this issue and/or avoid a duplicative problem in the future?	
*Note to Authorized Users: A completed Form 6 is <u>required</u> for the MSP to address any Contractor/Consultant related issues.	
Examples of possible issues in which an Authorized User and Contractor could not resolve satisfactorily:	
<ol style="list-style-type: none"> 1) Contractor removed consultant from assignment prior to completion date. 2) Contractor declined to use the State travel policy and/or rates and billed at higher rates. 3) Contractor/Consultant did not conform to the State's work procedure or software security policies. 4) Contractor misrepresented Consultant's skills and abilities. 	