

PROCUREMENT-PROCESS-RELATED CLAIM GUIDELINES

ICRC's procurement-process claim is an ongoing assessment process to identify opportunities for improvement. It provides a mechanism for identification and resolution of actual or perceived incidents of unfair treatment during procurement processes. This will allow the ICRC to continually improve the mandate of its procurement processes and to provide fair opportunity to interested parties.

For any fraud-related complaint, please use the [ICRC's integrity line](#)

PLEASE READ THESE GUIDELINES CAREFULLY BEFORE SUBMITTING A CLAIM

To be receivable a claim should meet 3 essential requirements:

1. Made by an interested party:

- either a potential supplier: a party not yet validated as a supplier but currently engaged in a bidding process, or;
- an actual supplier: a party that is validated as a supplier.

2. Related to a procurement opportunity of amount exceeding 200,000 CHF

3. Include all necessary information:

1. **company identity:** company name*, postal address* and country. ICRC vendor code if applicable (e.g. ABC00GR);
2. **authorized representative identity:** name* and title* (e.g. CEO, manager, legal counsel, etc.) of the authorized representative, e-mail address*, telephone number;
3. **procurement process reference:** tender, PO or LTA related reference* and current stage*. ICRC's country office* and representative name*;
4. **interested party:** information establishing that the vendor is an interested party*;
5. **claim topic:** procurement process*, category* and topic*;
6. **claim development:**
 - i. Facts and circumstances*;
 - ii. Grounds*: identify and describe what could have been done differently,
 - iii. Relief / remedy / action sought*;
7. **previous communication:** date, ICRC's representative name and copies of e-mails, documents or letters;
8. **other information:** all other information or documents that are felt to be relevant to this claim.

**mandatory fields*

Instruction for submission

The claim form, together with the supporting documents (compressed into one single file), should be sent to the quality management unit, in charge of receiving and processing procurement claim, at the following address: gva_logquality_services@icrc.org

An acknowledgement of receipt will be given within 3 working days.

Essential notes

1. The complainant carries the burden of presenting substantial evidence that demonstrates the truth of its claims. Unsupported allegations and assertions are not sufficient for the process to continue.
2. Claims raised about the tendering process and or contents of the tendering documents will not be considered if these concerns were not raised through the provisions in the tender modalities to address questions.
3. Claims concerning rejected bids due to noncompliance with mandatory procedural and bid submission requirements will not be considered.
4. Tendering activities will not stop while claims are being reviewed.
5. If the procurement claim is found to be meritorious, the ICRC may decide to take necessary steps to implement appropriate corrective action in future bids or to relaunch the tender.
6. The ICRC is the sole responsible for deciding the receivability of the procurement claim and the appropriate outcome. Any decision will be communicated, and the decision is final.
7. Interested parties are encouraged to contact the Procurement Department at any time for clarification and interpretation of the requirements of the procurement program even if they are not engaged in a tendering process.
8. All information will be treated promptly and in confidence.
9. Nothing in the above procedures or in any procedure or action by or relating to the ICRC with respect to or in connection with a procurement award decision or a procurement claim decision shall be deemed in any way to constitute a waiver of any of the privileges and immunities of the ICRC or its components.