

LOGISTICS RELATED CLAIM GUIDELINES

ICRC's Logistics-related-claim is a tool to evaluate the logistics processes to identify risks and opportunities for continual improvement. Logistics-related-claim is about the concerns related to product, product quality, process, communication problems, safety hazards, unresolved disputes, contractual matters, delivery, or operational inefficiencies.

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

PLEASE READ THIS GUIDELINE 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 Logistics opportunity of amount exceeding 200,000 CHF**
3. **Include all necessary information:**
 - a. **Company identity:** company name*, postal address* and country. ICRC vendor code if applicable (e.g., ABCOGR);
 - b. **Authorized representative identity:** name* and title* (e.g., CEO, manager, legal counsel, etc.) of the authorized representative, e-mail address*, telephone number;
 - c. **Logistics process reference:** tender, PO, or LTA related reference* and current stage*. ICRC's country office* and representative name*;
 - d. **Interested party:** information establishing that the vendor is an interested party*;
 - e. **Claim topic:** Logistics process*, category* and topic*;
 - f. **Claim development:**
 - i. Facts and circumstances*;
 - ii. Grounds*: identify and describe what could have been done differently,
 - iii. Relief / remedy / action sought*;
4. **previous communication:** date, ICRC's representative name and copies of e-mails, documents, or letters.
5. **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 Supplier complaint mailbox, at the following address: Log_supplier_complaint@icrc.org.

An acknowledgement of receipt will be given a 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 Logistics 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 logistics claim and the appropriate outcome. Any decision will be communicated, and the decision is final.
7. The interested parties are encouraged to contact the Logistics Department (procurement, transport, etc.) at any time for clarification and interpretation of the requirements of the programs even if they are not engaged in a tendering process.
8. All claims will be treated in timely manner 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 Logistics award decision or a Logistics 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.