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AWARD REVIEW BOARD (ARB) GUIDELINES

PLEASE READ THESE GUIDELINES CAREFULLY BEFORE COMPLETING THE COMPLAINT FORM

To be eligible to submit a complaint form, your company should be a UN vendor registered with the UN Secretariat having participated in an eligible solicitation exercise, and contain the following information:

1. The vendor's name (name of the company), UNGM vendor ID (e.g., 1234 or 12345), name and title (e.g., CEO, manager, legal counsel, etc.) of the person representing the company, postal and e-mail addresses, telephone, and fax number.
2. The ITB/RFP number of the complained solicitation (e.g., ITBS-1234 or RFPS-1234).
3. A detailed statement (maximum 4 pages up to 1000 words) including:
 - a. Facts,
 - b. Grounds (reasons why your company disagrees with the award including explanation of how your company was prejudiced or affected), and
 - c. Relief/remedy/action sought.
4. Copies of relevant documents supporting the vendor's statement (e.g., copy of the regret letter or letter of rejection/disqualification), or equivalent UN notification by fax or email).
5. Information establishing that the vendor is an interested party for the purpose of filing a procurement challenge (e.g., proof of submission of a bid or offer, etc.).
6. All information establishing the timeliness of the procurement challenge (date of regret letter and date of debrief, etc.).

Instructions for submission:

1. Please quote but do NOT attach the documents already submitted to the UN in response to the ITB or RFP.
2. All the supporting documents should be sent to the ARB Secretariat once only and submitted together with the complaint form.
3. Attachments should not exceed 25 pages or 2MB and should be compressed into one file.

The complaint form, together with the supporting document, should be sent to the ARB Secretariat within ten (10) days after receiving a Debrief by UN/PD, through one of the following means only:

1. Online submissions: <https://www.un.org/Depts/ptd/complaints>, or Email: arbcomplaint@un.org.
2. Postal Address: ARB Secretariat, DMSPC-OUSG – Room S-3218, United Nations Secretariat, 405 East 42nd Street, New York, NY, 10017
3. Special Messenger delivery to our Postal Address above.

Notes:

1. Any incomplete complaint form received by the ARB will not be processed.
2. All information will be treated in confidence.

AWARD REVIEW BOARD COMPLAINT FORM

Please follow the guidelines for filling up the form.

Vendor's Name* :
UNGM Vendor ID* :
Bid Number (ITB/RFP)* :

CONTACT INFORMATION OF THE REPRESENTATIVE

Name* :
Title in the Company :
E-mail* :
Phone :
Fax :
Postal Address :

Did you receive Regret Letter?* Yes, enter the date (month/day/year)
 No, please contact PD at: pd@un.org

Did you receive a formal Debrief?* Yes,
Enter the date of the formal Debrief
 No,

Please follow the link: [Debriefing and procurement challenges FAQ](#)

Copies of relevant supporting documents (One zipped file, max. of 2 MB and up to 25 pages):

Statements including 1) facts, 2) grounds and proof of prejudice, 3) and remedies. (1000 words and up to 4 pages):

Declaration: By submitting this form, I declare the information contained in this form is correct to the best of my knowledge and belief.

Date: Signature: Name and Title:

Please submit this form via:

Email: arbcomplaint@un.org

Mail: ARB Secretariat

DMSPC-OUSG – Room S-3218

United Nations Secretariat,

405 East 42nd Street,

New York, NY, 10017

Special Messenger: delivery to our postal address above