



The World Bank Group Complaints Guide

July 1st, 2016 the new World Bank Group procurement framework was officially implemented. With this change came improvements to the complaints mechanism, the new process is highlighted below.

Where do I submit a complaint:

The process on how to submit a complaint is set out in the request for bids/request for proposals document.

- Operational procurement complaints should be sent to **the contact person at the Ministry of the borrowing country** as well as the World Bank Group **Task Team Leader (TTL)**.
- Corporate procurement complaints should be sent directly through the World Bank Group **eConsultant2 'Contact Us' page** unless otherwise indicated in the RFB or RFP.

Standstill period:

- Standstill Period is a pause between identifying who should win the contract and actually awarding them the contract so that other bidders can voice any concerns before a contract is actually legally formed and awarded, the period lasts ten business days.
- No Standstill Period when: Only one Bid/Proposal was submitted in an open competitive process, the tender indicates there is direct selection, there is a call-off process among firms holding Framework Agreements and/or an emergency situations persists recognized by the Bank.

Roles and Responsibilities of the Bidder:

- Timely request for debriefing, if desired
- Submit any complaint within the permitted timeframe
- Ensure that any complaint submitted is as specific as possible in explaining the Bidder's issues or concerns, and the alleged violation of the applicable procurement rules

Roles and Responsibilities of the World Bank:

- Complaints addressed to the Bank are forwarded to the Borrower for review and resolution
- In the case of prior review contracts: assist Borrower with action to resolve the complaint
- Except for acknowledging receipt of a Complaint, the World Bank does not discuss or communicate with any bidder during the evaluation and review process

Roles and Responsibilities of the Borrower:

- Provide timely and sufficient information to Bidders
- Promptly acknowledge Complaints received and resolve Complaints promptly and fairly
- Contracts subject to prior review: inform the World Bank of any complaint submitted and consult with the Bank throughout the review and resolution process

What to do and not do:

DO

- Step 1: Contact the Borrower and TTL of the project
- Step 2: Contact World Bank Group Liaisons Esther Smith and Vincent Kooijman

DO NOT

- Contact the World Bank Group Executive Directors office (Kiesgroep kantoor)
- Contact different people you may know at Ministry of Foreign Affairs