



## The World Bank Group Complaints Guide

July 1<sup>st</sup>, 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 [Stephanie Broeder](#) and [Vincent Kooijman](#)

#### DO NOT

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