

PROJECT PROCUREMENT COMPLAINTS

Filing a Procurement-related complaint

Pursuant to Annex III of the Procurement [Regulations for IPF Borrowers](#), a procurement-related complaint may challenge:

- a) The Borrower's selection documents, including Prequalification, Initial Selection, Request for Bids, Requests for Proposals documents;
- b) The Borrower's decision to exclude an Applicant/Bidder/Proposer/Consultant from a procurement process prior to award; and/or
- c) The Borrower's decision to award the contract following transmission of unsuccessful Bidder/Proposer/Consultant in the Notification of Intention to Award.

Complaints should be submitted by **"interested parties"**. An interested party for this purpose is understood as (i) a potential Applicant/ Bidder/Proposer/Consultant as an interested party in participation in the procurement process who challenges the Prequalification/Initial Selection document, Request for Bids/Request for Proposals document, or any other Borrower document requesting bids/Proposals or Applications, (ii) an Applicant participating for Prequalification/Initial Selection challenging its disqualification to continue in the procurement process, or (iii) an actual Bidder/Proposer/Consultant not proposed for contract award.

Procurement-related complaints must be in writing and addressed to the Borrower. A fill-out form is shared below for your convenience. Please follow these steps:

- Download, fill out and save [this .docx form](#), then
- Email the filled form to the Borrower.

Information to be included in a procurement-related complaint:

Complaints shall be submitted in writing to the Borrower and shall identify the name, contact details, and address of the complainant. In addition, the complaint shall:

- a. Generally, identify the complainant's interest in the procurement as defined under paragraph 2.2 of Annex III of the Procurement Regulations;
- b. Identify the specific project, the procurement reference number, the current stage of the procurement process, and any other relevant information;
- c. Specify any previous communication between the complainant and the Borrower on the matters addressed in the complaint;
- d. Specify the nature of complaint, and the perceived adverse impact; and
- e. State the alleged inconsistency with or violation of the applicable procurement rules.

For more detailed information you can consult the [Procurement-related Complaints guidance](#).

A copy of the complaint can be sent to the Bank for our information and monitoring at pprocurementcomplaints@worldbank.org.