African Development Bank

Handling Project’s Procurement Related Complaints

October 2022
Preface

This Guidance Note (GN) provides an overview of the African Development Bank Group’s (the Bank) approach to the review and handling of Projects Procurement Complaints. The GN comprises, on the one hand, the underlying concepts and highlights how Borrowers and Bank staff handle procurement Complaints received from bidders (including potential bidders), and on the other hand Complaint review processes and procedures. The GN explains and builds on the Operations Procurement Manual (OPM) Part B Section 8 which deals with this subject matter. Lastly, the GN forms part of the Projects Procurement Toolkit.
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1. Introduction

1.1 Background

1.1.1 The Bank has a practice of according the highest level of importance to the handling of Projects’ Procurement Complaints from bidders or potential bidders. This is in pursuance of maintaining its principles of transparency, openness, accountability, fairness, and integrity (Equity), an essential requirement of the 2015 Procurement Policy Framework.

1.1.2 The OPM Part B Section 8 of the Bank’s Procurement Framework defines a “Complaint” as “a communication sent to the Borrower or the Bank protesting against a decision of a Borrower relating to the execution of a project or informing that the Procurement Policy and/or provisions of the Bidding Documents have not been complied with”.

1.1.3 In this GN, Complaints mean procurement-related Complaints.

1.2 Purpose

1.2.1 The purpose of this GN is to provide guidance in respect of the submission of Complaints by the Complainants, outlining the procedures for processing of Complaints by Borrowers and reviews by the Bank, while highlighting the roles and responsibilities of the Complainants, Borrowers, and the Bank.

2. Scope

2.1 Under projects and programmes financed from the Bank, Procurement Complaints may be generated irrespective of the procurement regime or system (BPS, Bank or Third-Party: Procurement Methods & Procedures (PMPs)) which is followed by the Borrower to execute a specific procurement transaction or a group of similar transactions. When BPS or Third-Party PMPs are being used, the mechanisms for treatment of Procurement Complaints enshrined in each of these two regimes prevail. This GN covers the three regimes with a particular focus on the handling of Projects’ Procurement Complaints where the Bank’s PMPs are in use.

2.2 Disputes arising from issues of contract execution and contract amendments following contract signature are governed by the relevant provisions of the contract. Contract execution issues and disputes are therefore not covered by this GN. These are however brought to the attention of the Bank who will make sure of their

\[1\text{ Third Party PMPs refer to procurement methods and procedures used typically by other multilateral development institutions or UN agencies where the Bank has concluded that they meet satisfactory procurement standards.}\]
diligent resolution by the concerned parties in line with the relevant provisions of the contract.

2.3 The GN also highlights the roles and responsibilities of the Borrowers and the Bank in handling Complaints. Moreover, the following specific requirements are explained, namely: (i) what are the stages or circumstances in the procurement process in which Complaints may be made; (ii) when can Complaints be made; (iii) who can complain; and (iv) what information must be provided with the Complaint.

3. Roles & Responsibilities

3.1 Role and Responsibilities of the Borrower

The Borrower’s responsibilities with respect to handling of Projects’ Procurement Complaints are essentially, but not limited to the following:

- Provide timely and sufficient information to Complainants. This includes information offered in the Notification of Intention to Award and Debriefing. Complainants should be able to understand the basis for the Borrower’s decision and make an informed decision on whether to lodge a Procurement Complaint;
- Promptly acknowledge the receipt of the Complaints, and undertake their immediate review;
- Treat Complaints fairly by providing timely and clear responses to resolve the issues;
- Ensure that Complaints are handled in an independent and impartial manner;
- Preserve the confidentiality and proprietary information of other Bidders, Consultants, or Candidates including their commercial and financial information and trade secrets;
- Maintain complete records of all Complaints and, debriefings if applicable, including how each Complaint has been resolved;
- Inform the Bank on time of any Complaint received and furnish all relevant information as required, including the particulars of the complaint; and
- For procurement transactions under the Bank’s PMPs and subject to prior review by the Bank:
  - inform the Bank promptly of any Complaint received and provide the Bank a copy of all relevant documents and information.
  - consult with the Bank promptly and forthrightly throughout the Complaint review and resolution process.
3.2 Role and Responsibilities of the Complainant

The Complainant’s responsibilities with respect to submitting a Procurement Complaint include the following:

- Before preparing and submitting a Complaint, to review carefully the provisions of the Solicitation Document (SD) governing the specific procurement process, as well as the Bank's Procurement Policy, so as to be fully aware of the rules and contractual conditions governing the specific procurement process;
- Comply with the requirements in relation to the content of the Complaint and the time limits applying to Complaints;
- Submit the Complaint directly to the Borrower, that is, to the entity/official designated for that purpose, as described in the SD, within the timelines prescribed in this GN;
- Make a timely request for a debriefing, if one is desired;
- Ensure that the substance of the Complaint submitted is as specific as possible in:
  - explaining the Complainant’s issues or concerns; and
  - describing the alleged violation of the provisions in the SD or the applicable Procurement Policy.
- Act with integrity when participating in a Procurement Process for Bank-financed projects and programs.

3.3 Roles and Responsibilities of the Bank

- The Bank requires Borrowers to promptly and adequately address all the Complaints received during the procurement process, under Bank Group financed projects and programs, and to promptly notify the Bank of the same. Failure by a Borrower to comply with the above requirements may result in appropriate actions by the Bank, including the declaration of misprocurement or any other remedies consistent with the terms and conditions of the Financial Agreement (Loan Agreement or Grant Protocol Agreement).
- Whenever a Complaint is addressed to the Bank, the Bank will acknowledge receipt of the same to the Complainant and promptly forward it to the Borrower for review and action. Communications to the Bank related to suspected or alleged sanctionable practices shall be reported to the Bank’s Integrity and Anti-Corruption Department.
- The Bank will undertake prior review of the decision proposed by the Borrower on the Complaint and will issue a no-objection.

Except for acknowledging the receipt of the Complaint, the Bank will not enter into discussion or communication with any Bidder or consultant during the evaluation and review process of the procurement, until the publication of contract award.
4. The Procurement Process and Complaints

4.1 Complaints during the procurement process

4.1.1 The purpose of a Complainant formulating a complaint is essentially to challenge the Borrower’s actions during any of the following stages of the procurement process: (i) advertising, shortlisting, and prequalification; (ii) solicitation period including issuing of any Addenda to the SD; (iii) bid or proposal evaluation; and (iv) contract award and signature period. These four stages are highlighted in Table 1 below.

Table 1: Phases in the procurement process generating Complaints

<table>
<thead>
<tr>
<th>Procurement Stage</th>
<th>Description of Activity in Progress</th>
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<td>Advertising</td>
<td>Notification to the public of the General Procurement Notice.</td>
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<tr>
<td>Shortlisting</td>
<td>Goods / Works – Issue of SPN (IFB) or SPN for Pre-qualification.</td>
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<tr>
<td>Pre-qualification</td>
<td>Consulting Services - Issue of SPN requesting EOI.</td>
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<tr>
<td></td>
<td>Goods / Works – Issue of PQ Document, the PQ process, to the prequalified list.</td>
</tr>
<tr>
<td>Solicitation period including</td>
<td>Goods / Works - Issue of Bidding Documents and the bidding process until bid closing date.</td>
</tr>
<tr>
<td>Issues of any Addenda</td>
<td>CS - Launching of RFP until deadline for submission of proposals</td>
</tr>
<tr>
<td>Evaluation Period leading to</td>
<td>Goods / Works / CS – Opening and Evaluation of bids or proposals until granting of Bank’s “no objection”</td>
</tr>
<tr>
<td>Contract Award</td>
<td>to Evaluation Report and proposed contract award</td>
</tr>
<tr>
<td>Contract Award / Contract Signature</td>
<td>Goods / Works / CS – Publication of contract award to Contract Signature</td>
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4.1.2 Complainants may challenge the decision of the Borrower with respect to the issuing of the Specific Procurement Notice (SPN) either for Prequalification or Invitation for Bids or in the case of consulting services, a request for Expressions of interests. Examples of these complaints may be: (i) objections to any clauses in the SPN; and (ii) restrictive circulation of the SPN.

4.1.3 On the other hand, a Complainant may contest the procedures that the Borrower followed and any of the clauses and or provisions in Solicitation Documents (SDs). These may include objections, concerns or issues raised with respect to any aspect of the procedures followed by the Borrower or the content of Prequalification Questionnaire, Bidding Document, Request for Quotations, Request for Proposals Documents, or Addenda that were issued to any of these documents. Examples include: (i) seemingly restrictive (such as clauses on eligibility and registration, qualification criteria, technical specifications) and therefore unacceptable clauses in the SDs; (ii) apparent inconsistencies in the SDs especially with regard to lack of clarity in the submission dates; (iii) inadequacy of the solicitation period; and (iv) lack of receipt of any or some of the Addenda.

2 Solicitation Documents, as used in this GN covers the Prequalification Document, Bidding Documents (BDs) and Requests for Quotations (RFQs) Documents for procurement of goods, works and non-consulting services; as well as Requests for Proposals (RFPs) Documents for consulting services.
4.1.4 During the evaluation period any number of Complaints, objections, issues may be raised by Complainants with respect to the procedures followed by the Borrower and the manner of application of the provisions in the SD including particularly the manner of application of evaluation criteria and the processes followed, resulting in, for example, exclusion of the Complainant. These may include: (i) Complainant not qualifying in a Prequalification exercise or Complainant being eliminated from a multi-stage procurement process; (ii) perceived subjective application, by the Borrower, of the evaluation criteria; (iii) apparent or outright wrong application of the evaluation methodology; and (iv) introduction of extraneous evaluation criteria that were not in the SD.

4.1.5 A Complainant may also seek to challenge the Borrower’s decision to award the contract that has resulted in its exclusion from the award.

4.2 When Can Procurement Complaints be Submitted?

4.2.1 The submission of Complaints in a timely manner dictates the efficiency of its treatment. The timing for submission of Procurement Complaints should be in line with the provisions of the solicitation documents.

4.3 Who Can Complain?

4.3.1 Complainants essentially include (i) Bidders and potential Bidders; (ii) Consultants and potential Consultants, and (iii) Candidates and potential Candidates.

4.4 Information That Must be Included in the Complaint

4.4.1 The minimum information to be contained in any Complaint must include the name of the country in which the project is located, name and identification of the specific project, nature of the procurement transaction and stage in the procurement process, identification of the Complainant, nature of the Complaint, rationale justifying the Complaint, timing of the alleged violation or wrongdoing, and any other information that may be considered relevant to the case.

4.4.2 Details of the Executing Agency (EA), Implementing Agency (IA) or Procuring Entity (PE) and the specific person to whom Complaints must be addressed, are indicated in the SD. A draft format that may be used by Complainants to prepare Procurement Complaints is given in Annex A.

4.5 Who can receive a Complaint?

4.5.1 The Bank’s Procurement Framework requires Procurement Complaints to be submitted by the Complainant directly to the Borrower. In case the Borrower does not respond promptly to a Complaint, the Complaint may be submitted to the Bank.
In any case, complainants are always free to send copies of their complaints to the Bank using the following email address: procurementcomplaints@afdb.org

4.5.2 Complaints submitted to the Borrower are typically addressed to the Project Executing Agency (EA), Project Implementing Agency, the Procuring Entity (PE), or to the Complaints review entity. The address and contact details are given in the Solicitation Document (SD) for the specific procurement transaction in question.

4.5.3 Denunciations relating to suspected Sanctionable Practices (Fraud, Corruption, Collusion, Coercion, and Obstruction) should be reported directly to the Integrity and Anti-Corruption Department of the African Development Bank. The reporting methods are described on the Bank’s website (www.afdb.org). 

5. Admissibility of a Complaint

5.1 Criteria for Assessing the Admissibility of a Complaint

5.1.1 In order to be admissible, a Complaint has to meet the following requirements:

- is in writing;
- is submitted to the Borrower or eventually to the Bank;
- is procurement-related and concerns a specific procurement transaction under a project or programme funded by the Bank;
- contains a detailed description of the relevant facts; and
- is filed within the standstill period, and in cases where there is no standstill period, the Complaint must be filed in due course but before contract signature.

6. Procedures for Processing Complaints

6.1 General

6.1.1 The Bank expects the Borrower to promptly consider any received Complaint. The Borrower shall immediately acknowledge in writing to the complainant the receipt of the Complaint and inform the Bank regardless of the nature of the Complaint or whether the Complaint is related to a procurement activity using BPS, Bank or Third Party PMPs.

6.1.2 Once a Complaint is deemed admissible, the Borrower shall suspend the related procurement process until a decision is duly taken on this Complaint.

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6.1.3 The Borrower is obliged to respond to all Complaints either directly or in coordination with the Bank or other parties, depending on the procurement regime. Any Complaint must be examined and addressed in a satisfactory manner in accordance with the specific procedures in this regard, before a contract is signed with the successful bidder.

6.1.4 The Bank’s procedures for treating Complaints based on the procurement system used are described and further explained in the sections below.

6.2 Processing of Complaints under Borrower’s Procurement System

A. Borrower’s Actions in Processing Complaints under BPS

6.2.1 According to the Bank’s Procurement Policy in force, a Borrower is required to have an effective Procurement Complaints review mechanism in place and in operation, prior to being authorized to use its BPS under projects and programmes financed by the Bank-Group.

6.2.2 In preparing the BPAR for an RMC, the Bank reviews the critical indicators and sub-indicators related to appeals for acceptance prior to authorization of the use of BPS. This review ordinarily covers the right to appeal, the appeal mechanisms, and the independence & capacity of the appeals body.

6.2.3 Under the Bank’s use of BPS in its operations therefore, the RMC’s Procurement Complaints and review processes, once examined and accepted, can be applied. Accordingly, the Project Executing Agency (EA), the country’s Public Procurement Oversight Body (PPOB), Appeals Body and Procurement Review Board, are then responsible for handling Complaints in accordance with the country’s procurement laws and regulations. In other words, the Bank relies on the checks and balances enshrined in Borrowers’ procurement systems to process Complaints.

6.2.4 The Bank expects that Complaints shall receive the due consideration and appropriate action, in accordance with the country mechanism for the treatment of Complaints.

6.2.5 Despite the fact that Complaints when using BPS are handled in accordance with the national procurement laws and regulations, the Bank may be required to provide its opinion on specific cases. Therefore, the Borrower shall provide to the Bank all relevant documentation to enable its own further review.
B. Bank’s Actions in Processing Complaints under BPS

6.2.6 Complaints, or any such communication received by the Bank, shall be sent for processing to the project EA of the Borrower and with a copy to the country’s Public Procurement Oversight Body as needed.

6.2.7 The Bank normally accepts the judgement of the Borrower under BPS provided the procedures and processes followed by the Borrower are consistent with the provisions of the law and regulations in the Borrower’s country, and there has not been an intolerable misapplication of any of the agreed rules and procedures, as indicated in Clause 7.2 of the Procurement policy (Box 1).

6.2.8 The Borrower is mandated to inform the Bank of a Complaint and the outcome of the processing.

6.2.9 Procurement transactions where Complaints are recorded are also ordinarily subject to audit or IPR. The Bank reserves the right to apply remedies in line with its Integrity Framework, if the results of these audits or IPRs reveal that its methods and procedures have been contravened.

6.3 Complaints Processing under the Bank’s PMPs

6.3.1 General: Procurement under Bank’s PMPs implies the mandatory use of Bank’s Standard Procurement Documents, or a specific Solicitation Document, other than Bank’s standard Bidding documents, as accepted and cleared by the Bank. It is then imperative that any Complaints raised by Complainants be processed by the Borrower and submitted for the Bank’s non-objection before a response is given to the Complainant.

6.3.2 Receipt of Complaint: Complaints are in principle sent to the Borrower. For Complaints received directly by the Bank, acknowledgement letter is sent to the complainant and the Complaint submitted to the Borrower for processing. Except for acknowledgment, the Bank will not enter into discussion or correspondence with a Bidder during the handling of the Complaint. It is the responsibility of the concerned Bank staff to ensure that this requirement is strictly complied with.
6.3.3 **Handling by the Borrower:**
Complaints are typically reviewed at two stages (though this may vary in some countries). The first review is ordinarily done by the contracting authority as specified by law while the second is carried out by the appeals body in charge of reviewing decisions of the specified first review body. The review will first determine whether the Complaint is admissible or not. When a Complaint is considered not admissible, a substantiated letter shall be sent to the complainant with a copy to the Bank.

6.3.4 In case a Complaint is considered admissible, the Borrower will immediately suspend the procurement process until a decision is taken on the Complaint. A detailed review is then conducted based on the relevant provisions of the solicitation document and/or other applicable documents. The proposed decision issued by the appeals body is then submitted to the Bank for non-objection. Following the review by the Bank, the decision of the appeals body becomes final and enforceable. The Borrower will send the response to the complainant. The essential information to be included in the Borrower’s response is listed in Box 2 below.

6.3.5 For Complaints received during the procurement process before the closing date, the following actions may be considered:

- Modifying or amending the solicitation document and/or any related document in question through issuing an addendum;
- If appropriate, extending the closing date appropriately, to allow interested parties to take into consideration the revised document and thereby prepare a meaningful response; and
- Cancellation of the on-going procurement process, if substantially flawed.

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4 This list has been harmonized with the requirements of the World Bank which are contained in “Procurement Guidance. Complaint. Procurement-related Complaints. How to Complain. January 2017. The World Bank”, in order to ease the work burden of using multiple formats, on Borrowers.
6.3.6 **Review by the Bank:** Each Complaint that went through the appeals body is reviewed by the Bank based on the proposed response submitted by the Borrower. Reviews of Complaints in the Bank are carried out in accordance with the relevant provisions of the Bank Delegation of Authority Matrix (DAM) in force. A template that may be used by the Initiating/Originating person to prepare Procurement Complaints Review is given in **Annex B.** Depending on the nature and amount involved, the review may involve the Task Manager, the Procurement Specialist, the Regional Procurement Coordinator, the Procurement Manager, and ultimately the Procurement Review Committee. The purpose is to ascertain that the Bank's fiduciary responsibilities are being correctly implemented and the Procurement Policy is effectively applied with the aim of increasing transparency in the procurement process under Bank financed projects and programmes. The position of the Bank is then sent to the Borrower for action and prompt response to the Complainant.

6.3.7 **Standards Timelines for the Review of Procurement Complaints:** For transparency and efficiency reasons, Complaints should be processed promptly and without delay, and in any case within the standstill period where applicable. The standstill period timelines including responses by the Borrower are included in the SBDs.

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**Figure 1: Flowchart of the Major Steps in the Review and Processing of Complaints Using the Bank's PMPs**

1. **Receipt of Complaint**
   - Complaints shall normally be sent directly to the Borrower
   - Complaints received by the Bank are acknowledged and sent to the Borrower for processing

2. **Handling of Complaint by the Borrower**
   - Determination of Admissibility
   - Detailed review on the merits
   - Decision submitted to the Bank for non-objection

3. **Review of Complaint by the Bank**
   - Review by the Bank as per the DAM
   - Bank's response to be submitted to the Borrower

4. **Communication of the Decision by the Borrower**
   - The Borrower communicates the decision to the complainant after receiving Bank's non-objection
6.4 Complaints Processing under Third Party PMPs

6.4.1 The Bank’s Procurement Policy enables the use of Third-Party procurement systems including internal review and clearance mechanisms for processing Complaints, and also for making final decisions and applying remedies on behalf of all co-financiers including the Bank. These Third Parties ordinarily include:

- Multilateral development institutions taking the lead role in the procurement activity: This is undertaken generally through the joint signature of a Mutual Reliance Agreement (MRA); and
- United Nations Agencies and Organizations taking the lead role in implementing the project or programme under a Fiduciary Principles Agreement (FPA), especially in countries with fragile or conflict affected situations and in emergencies, crises, and disaster contexts.

6.4.2 Under third party PMPs, Complaints are processed by the concerned third party. Without further reviews by the Bank. The Bank will be however kept informed of the review process and its outcome.

6.5 Complaints Involving allegations of Sanctionable Practices

6.5.1 Complaints, whether under BPS, Bank or Third party PMPs, involving red flags or allegations of sanctionable practices are notified to the Bank’s Integrity and Anti-Corruption Department (PIAC).
ANNEX A - FORMAT 5 TO PREPARE PROCUREMENT COMPLAINTS
(to be used by the Complainants)

[Complainant’s letterhead which include: business name, business address (postal address) and street address (if different from the postal address)]

Attention: [insert full name of person, if applicable]

Title/position: [insert title/position]

Executing Agency: [insert name of Employer/Purchaser/Client’s agency]

Email address: [insert email address]

Fax number: [insert fax number] delete if not used

[Date]:

Dear [name of Employer/Executing Agency/Procuring Entity/ Purchaser’s representative]

Procurement Complaint

Project: [insert the name of the Project]

Project reference: [insert project reference number]

Procurement Transaction: [insert the specific procurement transaction under the project]

Executing Agency EA): [insert the name of the Borrower’s Executing Agency/ Procuring Entity undertaking the procurement]

On behalf of, [insert the name of the Complainant] we are writing to complain about the above noted procurement process under the procurement transaction for [state the specific procurement transaction]

Current stage of procurement

The procurement process is currently [describe the stage the procurement process has reached].

Interest in making this Complaint

The Complainant is (Choose the appropriate option):

- A potential participant in this procurement opportunity and is interested in [making an Application to prequalify/be initially selected or [submitting a Bid/ Proposal.] - [OPTION ONE];OR
- An actual participant in this procurement opportunity and has submitted [an Application to prequalify/be initially selected] or [a Bid/ Proposal] on [insert date. ] - [OPTION TWO]

Previous Communication

(Describe any previous communication you have had, with the Borrower in relation to the subject matter of this Complaint. Identify who you dealt with. Attach copies of any emails or letters or documents. If there has been no previous correspondence state [There has been no previous correspondence in relation to this Complaint.])

Debriefing (Include only if the Complaint relates to the decision to award the contract)

The Complainant has requested and received a debriefing. The debriefing was held on [insert date]. The following information was provided at the debriefing [list the key information that was provided at the debriefing]

OR

The Complainant has not requested a debriefing.

5 This letter format has been harmonized with that of the World Bank which is contained in “Procurement Guidance. Complaint. Procurement-related Complaints. How to Complain. January 2017.

6 Complainants may use this sample format when making a Procurement Complaint. However, Complainants must modify the content to reflect the particular circumstances of their Complaint.
Nature of Complaint

This Complaint seeks to challenge the [Describe the nature of the Complaint. It must fall into one of the following categories]

- [Borrowers Advertising/ Specific Procurement Notice;
- Borrower’s Solicitation Documents;
- Borrower’s decision to exclude the Complainant from a procurement process prior to contract award; or
- Borrower’s decision to award the contract].

The relevant facts and circumstances leading to this Complaint are [Describe in chronological order, the facts and circumstances leading to the Complaint]

The adverse impact that has resulted is [Describe the nature of the adverse impact that has resulted].

Grounds for Challenge

The grounds for making this Complaint are [Identify the violation and inconsistency and the relevant section, paragraph or appendix of the Procurement Document, and/or Procurement Policy that is allegedly been violated or there is inconsistency with]

Documents

In support of this Complaint, we attach the following documents:

- [Name the document, its date (if dated) and attach it to this letter]
- [Name the document and attach it to this letter]

[If you have no documents that you wish to attach then state] There are no documents in support of this Complaint.

Other information

Other relevant information about this Complaint is as follows: [Describe any other information that is felt to be relevant to this Complaint].

We look forward to receiving confirmation of receipt of this Complaint and your full response in due course.

Yours faithfully

[Bidder/Proposer/Consultant’s Authorized Representative details] Name: [insert full name] Position: [insert]
Address: [insert Authorized Representative’s Address]
Telephone numbers: [insert Authorized Representative’s telephone numbers]
Email Address: [insert Authorized Representative’s email address]
### ANNEX B - PROJECT PROCUREMENT COMPLAINTS FORM (PPCF)
(to be filled by the Bank Staff conducting the review process as per the DAM.)

**PROJECT PROCUREMENT COMPLAINT FORM (PPCF)**

1. **Entry Date:** (DD/MM/YYYY)

#### A: PROJECT BASIC INFORMATION

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>2. Country/Region:</td>
<td>3. Project Name:</td>
</tr>
<tr>
<td>4. [Complaint Entry] Date:</td>
<td>5. SAP No.:</td>
</tr>
</tbody>
</table>

#### B: RESPONSIBLE BANK STAFF

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>6. Regional Dept. / Division:</td>
<td>7. DG:</td>
</tr>
<tr>
<td>8. Task Manager:</td>
<td></td>
</tr>
<tr>
<td>9. Sector Dept.:</td>
<td>10. Sector Director(s):</td>
</tr>
<tr>
<td>11. Regional Procurement Coordinator (RPC):</td>
<td>12. Procurement Specialist(s)</td>
</tr>
</tbody>
</table>

#### C: COMPLAINANT AND NATURE OF COMPLAINT

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>13. Name:</td>
<td>14. Country of Registration:</td>
</tr>
<tr>
<td>15. Nature of Complaint:</td>
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</tbody>
</table>

#### D: DETAILS OF PROCUREMENT PROCESS

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>16. Type of expenditure:</td>
<td>Goods ☐ Works ☐ Consultancy ☐</td>
</tr>
<tr>
<td>17. Procurement Method:</td>
<td></td>
</tr>
<tr>
<td>18. Title of procurement process:</td>
<td></td>
</tr>
<tr>
<td>19. Procurement Stage:</td>
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<tr>
<td>20. Key dates of granting of Bank’s “No Objection” to SDs:</td>
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</tbody>
</table>

#### E. BANK REVIEW OF MERITS OF COMPLAINT (as per DAM)

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>Initiate / Originate (I)</td>
</tr>
<tr>
<td></td>
<td>Check / Verify (C)</td>
</tr>
<tr>
<td></td>
<td>Review / Recommend (R)</td>
</tr>
<tr>
<td></td>
<td>Approve (A)</td>
</tr>
</tbody>
</table>