

**Questions and Answers on the STEP Complaints module[[1]](#footnote-1)**

1. **Are Borrowers required to record in STEP Complaints received for projects subject to the Guidelines?**

Yes, Borrowers are required to record in STEP Complaints for both projects subject to the Procurement Regulations (for projects approved after July 1, 2016) and those subject to the [Procurement Guidelines](http://pubdocs.worldbank.org/en/492221459454433323/Procurement-GuidelinesEnglishJuly12014.pdf) and the [Consultants’ Guidelines](http://pubdocs.worldbank.org/en/894361459190142673/ProcurementConsultantHiringGuidelinesEngJuly2014.pdf) (for projects approved before July 1, 2016).

1. **Should Complaints received on contracts not subject to the World Bank’s prior review be recorded in STEP?**

Yes, all Complaints received by the Borrower should be recorded in STEP for both contracts subject to the World Bank’s prior review and those not subject to the World Bank’s prior review.

1. **Should Complaints received on contracts subject to national procurement procedures (NPP) be recorded in STEP?**

Yes, Complaints received under contracts subject to NPP are handled in accordance the applicable complaint review rules and procedures as agreed by the World Bank and shall be recorded in STEP.

1. **Does the World Bank monitor the handling of Complaints for contracts not subject to the World Bank’s prior review?**

Yes, as part of its implementation support and oversight, the World Bank monitors how Borrowers handle Complaints received on all contracts to ensure that they are addressed promptly and fairly. However, for contracts not subject to prior review, Borrowers are not required to submit the proposed draft response to the Complaint for the World Bank’s review prior to its issuance to the complainant. When selecting a sample of contracts to be post reviewed, contracts that have a Complaint will be prioritized.

1. **How does STEP support Borrowers to address Complaints?**

STEP supports Borrowers to adhere to relevant procedures by not allowing users to record the next stage of the procurement process until the Complaint has been addressed. It promotes transparency by supporting the Borrower to maintain relevant information and records. STEP will also provide analytics on Complaints that can inform future risk management and procurement strategies and planning.

1. **Are Borrowers required to record the debriefing of bidders in STEP?**

Yes, Borrowers shall promptly record in STEP all requests for debriefings including the results of the debriefings provided to interested parties.

1. **Should Borrowers record Complaints received prior to February 4, 2019 in STEP?**

Borrowers are required to record in STEP all Complaints received on or after February 4, 2019. Complaints received prior to February 4, 2019, but for which Borrowers have not responded to the complainants should also be recorded in STEP except those Complaints for which Borrower’s draft proposed response was submitted for the World Bank’s review prior to February 4, 2019. Likewise, all requests for debriefings received on or after February 4, 2019 and debriefings provided after this date shall be recorded in STEP.

1. **Should Borrowers record Complaints received under Program for Results (PforR) operations in STEP?**

No, Borrowers are only required to record in STEP those Complaints received under Investment Project Financing (IPF) operations. Likewise, Complaints received under IPF components of hybrid operations with both PforR and IPF components should be recorded in STEP. Complaints received under PforR operations are processed in accordance with the agreed program fiduciary systems.

1. **What happens if Borrowers do not record Complaints in STEP?**

The Procurement Regulations require Borrowers to record Complaints in STEP. Not recording Complaints in STEP constitutes procurement noncompliance. In cases of procurement noncompliance, the World Bank may, in addition to exercising the legal remedies set out in the legal agreement for the project, take other appropriate actions, including declaring misprocurement.

*For further questions contact the World Bank Project Procurement Specialist or Team Leader*

1. This Q&A complements the procedures set forth in the Procurement Regulations for IPF Borrowers [↑](#footnote-ref-1)