

## **Q&A from the Vendor Webinar World Bank Group • October 20, 2010**

The questions and answers received during the webinar have been documented for reference purposes. We are presenting them here under the following major groupings:

- Vendor Registration;
- eConsultant2 System for Operations Consulting – Firms;
- eConsultant2 System for Operations Consulting – Individuals; and
- Miscellaneous.

### **Vendor Registration**

#### **Q. What are the benefits of becoming a registered vendor?**

A. Only a registered vendor can receive award of a contract from the Bank Group. However, a firm does not have to be registered in order to respond to a solicitation.

#### **Q. Would you recommend that firms become a registered vendor to participate in the solicitation process?**

A. No, any firm that meets the criteria of a solicitation may participate. Registration would only apply if the firm was selected for a contract award.

#### **Q. What is the application of diversification information?**

A. Supplier Diversity information is used purely for reporting purposes. It is not used in the context of individual selections.

#### **Q. If a firm has submitted an application to be a World Bank Group Registered Vendor, how long does the vendor registration process take?**

A. While any firm is free to submit an application, the Bank Group will only register a vendor when there is a pending contract award. The timing for the application review and approval process will depend on the specific circumstances.

#### **Q. Is a firm eligible if it was reorganized 6 month ago (but was active for more than 12 months)?**

A. The Bank Group's vendor eligibility policies require that a firm be in business for at least 1 year. Provided that the firm after reorganization meets this and other vendor eligibility requirements (found on the Corporate Procurement web page), the firm would be eligible to become a registered Bank Group vendor.

#### **Q. Should we register in two languages as our company name is translated differently, i.e. Soluciones de Aguas Negras, CA or Wastewater Solutions of Central America?**

A. You should use your legal name (i.e. the name that the Bank would use in any resulting contracts and that appears on your bank account(s)).

#### **Q. Where is the firm vendor registration form?**

A. You will find the Vendor Registration Application at > [https://secure.worldbank.org/vendorkiosk/APCP\\_App.asp](https://secure.worldbank.org/vendorkiosk/APCP_App.asp)

#### **Q. What is your vendor registration procedure?**

A. You can find instructions for the full procedure at > <http://go.worldbank.org/OB0TTUORUO>

## **eConsultant2 System for Operations Consulting – Firms**

### **Q. We are bidding on projects in Central America. Should we present our documents to you in English or Spanish?**

A. When responding to a solicitation, please keep in mind that the official working language of the World Bank Group is English; however, you should follow the instructions in the eConsultant2 selection(s) that you are responding to.

### **Q. I am unable to upload my proposal. I see a loading sign, but why does nothing seem to be happening?**

A. If you are uploading proposal documents and the attachments are large and/or your internet connection is slow, there is a chance that the upload will take a very long time and/or the connection with the server may be lost during the upload.

You should follow the protocols below for best results:

- Always ensure documents are as compressed as possible, using ZIP or other compression tools.
- If documents are large, try uploading one at a time. Enter the first of the three required documents and click "Save As Draft" to upload the first document by itself. Then, repeat this for the other two required documents. Once all documents have been uploaded individually, click "Submit".

If neither solution resolves the problem, you MUST contact the Global Support Center help desk at [wbgeconsultant@worldbank.org](mailto:wbgeconsultant@worldbank.org) prior to the submission deadline date.

You MUST NOT send proposal documents to the Bank Group task team or to the help desk. Instead, please contact the help desk and clearly state the issue you are encountering, providing as much specific information as possible.

### **Q. What are the requirements for reporting after a project is finalized?**

A. This will be based on the deliveries anticipated in the contract between the Bank and your company.

### **Q. Can Universities be considered as firms for procurements? And can the proposals include research components?**

A. Universities can bid on Bank selections in eConsultant2. Please note that if selected, the University will receive a standard Bank consulting firm contract and will be required to comply with the contract terms and conditions. Some selections may contain a research component, depending on the nature of the work being performed.

### **Q. Can I assume your solicitation process is your tender process?**

A. Yes, our solicitation process is a tender process.

### **Q. To be awarded WB funded contracts do firms need to be on the Bank Group's vendor master file?**

A. Yes. Part of the contract award process requires the successful firm to register through our vendor registration process.

### **Q. Do you have to be a registered vendor with the World Bank to express interest in solicitations? If no, can you submit proposal if you're not a registered vendor?**

A. You don't have to be a registered World Bank vendor to express interest or submit a proposal. However, only a registered firm can be awarded a contract.

**Q. Does the proposal price need to be in US dollars? What specific currency can be use for financial details?**

A. Please follow the instructions in eConsultant2 for the selection(s) you are responding to. The selection will provide you information about which currency you must submit your financial proposal in.

**Q. Should the total proposal price be inclusive of VAT?**

A. Yes, your proposal price should be inclusive of VAT and any other tax liabilities applicable to the specific services covered by the solicitation.

**Q. Are all World Bank tenders advertised on DGmarket?**

A. The official site for advertising opportunities is the World Bank's website. As a courtesy, the Bank also provides information about opportunities to DGMarket and UNDB.

**Q. Do we have to send the technical proposal together with the financial proposal?**

A. eConsultant2 will require you to submit a technical proposal and a separate financial proposal. You will also be required to enter the financial proposal amount in a field within eConsultant2.

**Q. Is it possible to cancel my EOI and Edit and reload before the deadline?**

A. Yes. You do not need to cancel an EOI. You simply need to resubmit the form again, and the new submission will replace what was previously submitted. Bank Task Team members will only see the final submission that was provided prior to the deadline.

**Q. How do you expect references to be shown on a specific solicitation?**

A. At the EOI stage, references are not required. References may be requested during the RFP stage.

**Q. In the case of not being selected in the procurement process how can we get feedback on the reasons for not being selected?**

A. If your firm was short listed and you submitted a technical and financial proposal and were not selected, you may submit a request for a debrief and you will receive an email with feedback regarding your proposal. You will not receive information about your score, rank or information about other firm's proposals, scores or rank.

**Q. Where can one search for keywords inside the procurement opportunities?**

A. There is currently no search function available across all opportunities. You can use the *Edit > "Find on this page..."* function on your internet browser to search for words on the page you are viewing. This would identify words within the Title of all opportunities listed on the page you are viewing.

**Q. Can you show/explain how to get to the Express Interest button?**

A. If a user is logged in as a Firm User, then the Express Interest button will appear at the bottom of the Request for Expression of Interest. However, if the user is not logged in as a Firm User, then the Express Interest button will not appear.

**Q. Is there any way to cancel the EOI once I press Expression of Interest?**

A. Currently there is no separate feature to 'cancel' an expression of interest. At this time, you can re-submit an expression of interest and indicate in the submission that you are no longer interested.

**Q. Is it mandatory to attach the soft copy as well as fill the field for EOI?**

A. No. The text in the fields may simply refer to your attachment. Remember, however, that submitting text answers will upload quicker than submitting an attachment.

**Q. Where shall we download the different proposal templates?**

A. Proposal templates are made available as part of each RFP, and are only available for download by those Firms that have been short-listed for the RFP.

**Q. Do you have selections based on fixed budget which will require budget disclosure?**

A. The fixed budget selection method is not used by the Bank Group. There may be cases where a budget range is disclosed in the selection, however in almost every case, financial proposals will be evaluated.

**Q. If my firm is not a registered World Bank vendor but is registered on eConsultant2, how will it affect my bidding opportunities?**

A. Not being a registered World Bank vendor will not affect your firm's participation in bidding opportunities.

**Q. From now on, will all the EOI be uploaded through the portal?**

A. Yes. Currently all Expressions of Interest for World Bank Operational Consulting opportunities should be uploaded through eConsultant2 in response to opportunities advertised there.

**Q. How do we learn that the contract has been already awarded, if there is no info on our dashboard?**

A. The dashboard will show the status of the selection -- if the phase is listed as "Award" then the evaluation is completed and the award is being finalized.

**Q. How do I post a question in the system?**

A. If your firm is participating in a selection; once the RFP has been issued there will be a link on the screen called "My Questions". By clicking this link, you can select "New Post" to submit a new question. The "My Questions" section will then keep track of all questions your firm has submitted.

There will be another link called "Questions & Answers". By clicking this link, all firms participating in the selection can see the answers to questions that have been posted by the Bank Group.

**Q. You had mentioned that extra marketing materials are not necessary. How important would this information be in the selection process?**

A. The Bank Group is looking for tailored information regarding the scope of work outlined in the Terms of Reference and other RFP documents. Marketing materials are generally not helpful since they are not tailored to the work outlined in the RFP.

**Q. How detailed does our Financial Report have to be?**

A. Please follow the directions in eConsultant2 and the template that is provided with the selection(s) you are participating in and provide the breakdown in the detail required.

**Q. How can we limit the amount of information that we submit?**

A. This will depend on the complexity of the scope of work outlined in the RFP. You should provide sufficient detail for the World Bank Group evaluators to understand your proposed approach, methodology, project schedule and qualifications.

**Q. For what purpose would a deadline be extended?**

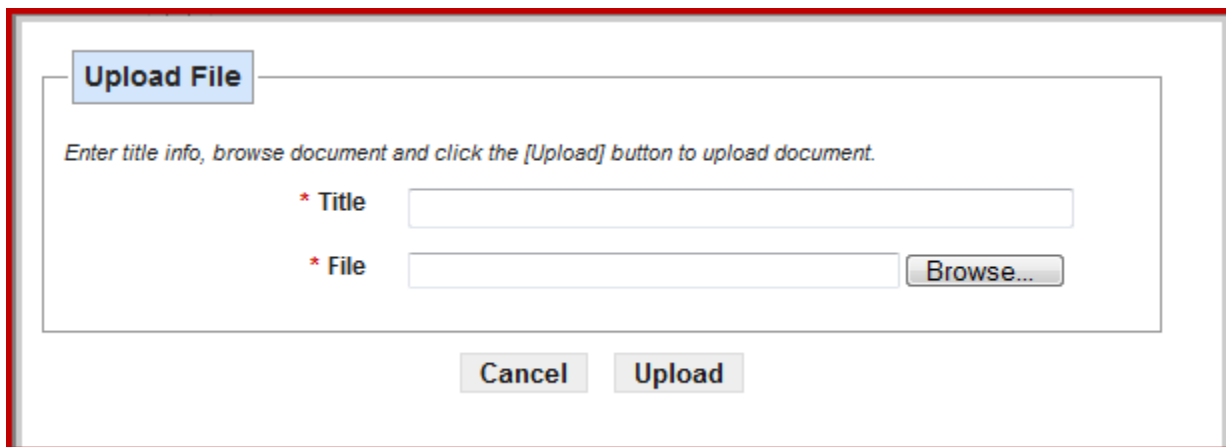
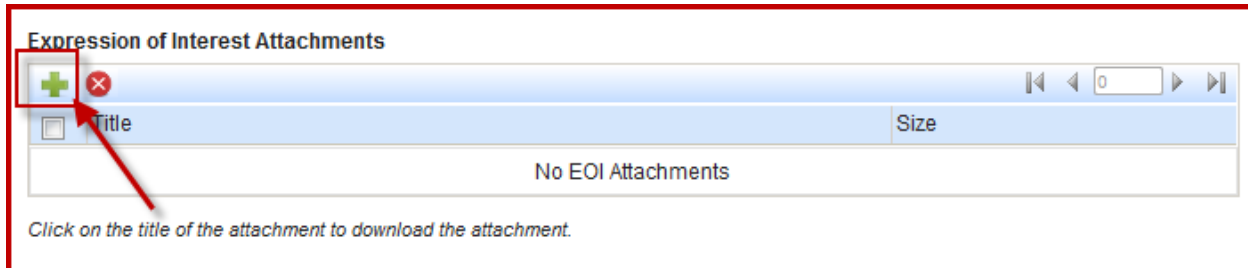
A. Reasons for extending the deadlines vary depending on the project and the phase that the selection is in. In most cases, however, the RFP schedule has been developed based on the requirements of the project and you should assume that the deadline listed in the RFP will not be extended.

**Q. Why can we only attach one attachment when the instructions say Expression of Interest Attachments in plural? Or, how does one attach more than one file?**

A. You can attach multiple documents to the Expression of Interest. Click the '+' icon to add a new attachment.

**Q. Can you show/explain how to attach a file to an EOI submission?**

A. Click the '+' icon to open a new row for an attachment. You can then provide a useful Title and browse to locate and select the document you wish to attach.



**Q. Who would have access to the technical and financial proposals after they are uploaded to the eConsultant2?**

A. The Task Team Leader and the evaluation team will have access to the technical proposals. The financial proposals become visible to the Task Team Leader only once the technical proposal scores have been submitted and "locked" in eConsultant2.

**Q. You confirmed the shortlist was never published after the expression of interest stage. But will the name of the final winner be published or notified to us?**

A. No, the Bank Group does not publish the name of the selected firm.

**Q. What is on average the length of time (i.e. number of days) from the status 'Expression of Interest' to 'Award' for any given selection (i.e. call)?**

A. The average length in time is eight weeks.

**Q. If the status appears as Award does this mean that the contract is awarded to one of the participants?**

A. Yes.

**Q. Within how many days the responses are given for the questions raised in the system?**

A. Responses to questions submitted in a solicitation's Question and Answer forum are responded to prior to the due date for the proposals. The actual time frame for posting a response will depend on the complexity of the question.

**Q. Is a firm ineligible if one of the individuals proposed to work on the project is a former employee of the World Bank Group even if the individual in question is not on the board or a part of the executive team?**

A. If the former Bank Group staff member is not an owner, principal, director or officer or holds a financial interest in the firm, the policy requiring a 12 month cooling off period would not apply. The individual, however, may have certain restrictions on the type of work they can perform by virtue of being a former Bank Group staff member.

**Q. Where can we find the maximum rates for per diems and hotels, for the different countries? Is it published online?**

A. This information should be listed in the RFP financial proposal template, if applicable. If the information has been unintentionally omitted, please ask a question in the Question and Answer forum and the information will be provided.

**Q. When we download the offer, within the framework of a RFP, the size restriction on attachments to the technical proposal is 10 MB. Would it be possible to increase it?**

A. No. we cannot increase the 10 MB limit for attachments. If a document is larger than 10 MB, it can be compressed ('zipped') and then uploaded.

**Q. Last time we applied for a RFP, the other shortlisted candidates were not mentioned. Why?**

A. The Bank Group doesn't disclose the names of the other short listed firms.

**Q. Can I upload more than one document in the Technical Proposal box? Mainly in case of adding supporting documents.**

A. Yes. Multiple documents can be 'zipped' together and uploaded as a single document.

**Q. If I upload EOI as attachment, do I still have to be careful about the 1000 characters or I can shoot beyond or less?**

A. You can always enter less, and simply refer to an attachment. However, the system will not allow more than 1000 characters.

**Q. Is there a deadline for the turnaround from the Bank in case of any clarification submitted?**

A. Clarifications are responded to prior to the due date for the submission of proposals, but there is no specific hour/day count within the World Bank should respond.

**Q. In case of Proposals submitted by consortia of companies, where only the leader uploads the EOI, should partners indicate something on eConsultant2, or should the leading partner be the only contact point?**

A. Only the leading partner must submit the firm's questionnaire. Please note, however, that all sub-consulting firms must be eligible to be a World Bank Group vendor. See eligibility criteria in our website.

**Q. How do we ensure secondary contacts receive notification about every EOI status etc? Do we need to add them to every single EOI or is there a way to ensure secondary contacts receive notification about every EOI we register for?**

A. Currently, the requirement is that secondary contacts be added manually for each selection, either by the Primary contact of the Firm responsible for the eConsultant2 account or by the Bank's Task Team Leader.

**Q. When uploading an EOI as an attachment, do we need to use the same questions and layout as the online form, or are we free to structure this as we see fit?**

A. You may format the document as you see fit. The questions in the online form must be clearly answered in the format provided.

**Q. Do you send alerts to firms for proposals available?**

A. Automated notifications are sent to those firms that have been short-listed for a selection when the RFP is issued.

**Q. What's the turnaround time of awarding contracts?**

A. This depends on a number of factors, including the complexity of the contract. In most cases, contracts are issued within 30 days of the completion of the selection.

**Q. What does Confirm to Propose means?**

A. If you are short-listed for a selection, the first task you will see when you open the selection from your Dashboard will be the 'Confirm to Propose'. Clicking on this button will indicate to the Bank that you are intending to submit a proposal. You must 'Confirm to Propose' in order for you to see the Proposal submission form.

**Q. Where do we submit the total price?**

A. On the Proposal submission form, click the '+' icon to add a row to the Price table. Enter the Amount and the Currency. To enter Currency, you must click on the spyglass icon to select the appropriate Currency.

**Q. Is it possible to participate in the bidding opportunities showed by the World Bank, in the area eConsultant2, by only working in one part of the project, not offering whole project, for example only the design, structural and geotechnical parts of the projects?**

A. Please follow the guidance in the eConsultant2 selection that you are interested in. Often, it is a requirement to submit a comprehensive proposal covering the entire project and a proposal for only a portion of the project will not be considered.

## **eConsultant2 Systems for Operations Consulting - Individuals**

**Q. What about engagements for Individual consultants? Are we still going to follow a standard World Bank CV format? Or would it be different via eConsultant2?**

A. For individual consultant selections, there is no standard format for CV's. For firm selections, however, the CV format is included in the RFP.

**Q. Can this system be used by individual consultants?**

A. Yes, the Bank Group uses eConsultant2 for individual and firm consultants. The resulting instrument for an individual selection will be an appointment as a staff member of the World Bank Group.

## Miscellaneous

### Q. Is it possible for the system to provide opportunity numbers?

A. Each selection is assigned a Selection Number, which can be used as a common reference.

### Q. Will eConsultant2 procedure also be used in future for tender procedures published by local ministries in the course of World Bank financed projects?

A. No. eConsultant2 will only be used by the Bank Group for Bank Group executed contracts and appointments.

### Q. Can a firm have more than one contact (individual) as primary contact?

A. No. Each firm record must always have a single contact designated as Primary, but may have as many secondary contacts as necessary.

### Q. Does this portal replace the devbusiness one?

A. 'devbusiness', or UN Development Business Online, is a separately operated portal run by the UN which consolidates certain opportunities from various UN Agencies and other content providers. It is distinct from the World Bank eConsultant2 system. Advertisements from eConsultant2 are provided as a courtesy to UNDB Online and are posted at the discretion of that portal's owners.

### Q. Is there a way that we could automatically be notified if there is a bidding opportunity in our country?

A. Not at this time.

### Q. Our organization is very large and operates in many countries. It is not feasible to have only one registration and one primary contact. What do you suggest we do in order to identify the various accounts we hold?

A. An organization may hold multiple accounts in so far as they correspond to distinct legal entities that may participate independently as bidders. However, it is important to draw the distinction between these arrangements as opposed to multiple individuals associated with a single legal entity holding different accounts, which should always be avoided.

### Q. How do we register with the eConsultant2 system as a new user, for an already existing firm?

A. You need to identify within your firm who has been assigned responsibility as the Primary contact. The Primary contact can add names to the firm's eConsultant2 account.

### Q. When attaching a file why must I type the name of a file? Why can't I simply attach it like I do with email attachments?

A. The system is configured to require that, regardless of the title on the original document which can sometimes be arbitrary, a Title that indicates the intended purpose of the document should be provided to enable efficient review by the task team.

### Q. Your public corporate procurement website (link) shows 48 records/opportunities now, while when I login to eConsultant2, I only see 33 records. Does this mean eConsultant2 does not have all the opportunities?

A. When you are logged in as a Firm user, only Firm selections are displayed. When you access the Bidding Opportunities page in the Corporate Procurement site all advertised opportunities for firms and individual consultants are displayed.

**Q. When on the Business opportunities/operations consulting page, is it possible to create search profiles through a search engine, in order to identify faster the tenders related to our fields of competences?**

A. Not at this time. However, we have taken this as a request for a future enhancement.

**Q. What's the quickest way to get to the system from the home page?**

A. Click the link for 'eConsultant2' on the left side of the page.

**Q. Does the dashboard show who the contract was awarded to?**

A. No, the Bank Group does not list in eConsultant2 the name of the selected firm.

**Q. Is there any search option?**

A. To search across selections that your Firm is actively participating in or has been a participant of in the past, you can click 'Options' > 'Search'. However, there is currently no advanced search option for published opportunities.

**Q. What are the URLs that I should use to access eConsultant2?**

A. The URL directly to the eConsultant2 page is <http://go.worldbank.org/3D451CYB40>

The URL for the Corporate Procurement website is <http://www.worldbank.org/corporateprocurement>

**Q. What does Primary contact mean?**

A. The Primary Contact is the person responsible for a Firm's account. This Primary contact will always be notified about selections the firm is participating in, and can change/manage the Firm account details and Secondary Contacts.

**Q. Why aren't eConsultant (not eConsultant2) projects shown in the eConsultant2 account? Where can I find the status of them?**

A. There are no longer any active selections being managed in the old eConsultant system. The web access points for this system have been decommissioned.