

THE WORLD BANK GROUP

VENDOR GUIDE

April 2007



The World Bank
Corporate Procurement Unit
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**AN OPEN DOOR TO THE
WORLD...**

Dear Vendor,

The Corporate Procurement Unit of the World Bank Group is committed to creating an environment that fosters open, global and transparent competition for the products and services utilized by the Bank Group in its worldwide operations.

Our goal is to source the global procurement needs at the best overall value for the Bank Group, consistent with our quality expectations, reliability, and operational requirements. We strive to balance the need for flexibility in the procurement process and the demands to leverage volumes and optimize knowledge management from a procurement perspective.

The purpose of this guide is to provide Vendors with an overview of the Bank Group and the Corporate Procurement Unit (GSDPR), its procurement processes and contacts. Please take a few minutes to review the information.

We appreciate your interest in doing business with the World Bank Group.

Sincerely,

Therese. Ballard
Chief, Corporate Procurement Unit
The World Bank

1. ABOUT THE BANK GROUP

The Bank Group is one of the largest providers of development assistance to developing countries and countries in transition, committing about \$20 billion in new loans each year.

The Bank Group consists of five international organizations headquartered in Washington, DC with local offices in more than 100 countries worldwide. The Group includes: the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for the Settlement of Investment Disputes (ICSID). The largest member of the World Bank Group is the IBRD, which is commonly known as the World Bank.

2. HOW THE BANK GROUP BUYS GOODS AND SERVICES FOR ITS OWN INTERNAL NEEDS

Each year, the Bank Group spends approximately \$600 million for products and services for its own internal requirements. We call this "Corporate Procurement", which is entirely separate from "Operational Procurement", which refers to procurement conducted by our borrowers with the money the Bank Group lends to them for specific projects. (For information on Operational Procurement check the World Bank internet site, www.worldbank.org)

Most Bank Group Procurement is conducted by the Corporate Procurement Unit of the Bank Group. Very small purchases may be made by managers throughout the Bank Group. The Bank Group's Procurement Policy governs all procurement made for or on behalf of the Bank Group.

The primary goal of Corporate Procurement is to obtain the best overall value for the Bank Group through competitive processes that are fair to all vendors.

Depending upon our needs, we issue Requests for Proposals (RFP) or Invitations for Bids (IFB). For small purchases, purchase orders may be issued without formal competition.

As a socially and environmentally responsible organization the Bank Group will address, in its procurement process, vendor's commitment to fair wages and benefits, safety, environmental programs and diversity of its supply chain.

Vendors should note that the Bank Group is not a United States Government Agency and is not subject to any federal, state or local procurement regulations.

3. WHAT COMMODITIES AND SERVICES DOES THE BANK GROUP PURCHASE?

The Bank Group procures a wide variety of goods and services, including, but not limited to:

- Information Technology
- Communications Equipment and Services
- Professional & Technical Consulting Services
- Office Equipment and Supplies
- Paper & Paper Products
- Graphic Design, Publications & Print Services
- Construction, Renovation & Facilities Management Services

4. HOW TO DO BUSINESS WITH THE BANK GROUP

Prospective vendors should first contact the Corporate Procurement Unit to present their products and services and to gain an understanding of the Bank Group's procurement process as well as potential sourcing projects for commodities/services of interest.

Vendors do not need to be "Approved Vendors" to participate in the Bank Group solicitation process, however, to receive an award the participating vendor must be eligible for approval.

The vendor selection process is usually based on a combination of the following factors, which may have varying importance of weights in any particular procurement: financial condition of the vendor, product quality and value, wages and benefits, competitive pricing, product availability, on-line capabilities and business experience.

To do business with the Bank Group, vendors must have completed a Vendor Registration form and provided all of the required documentation. The Vendor Registration form and eligibility criteria are at <http://www.worldbank.org/corporateprocurement>.

Only responsible vendors are eligible to receive Bank Group contracts; vendors found to be non-responsible may be [excluded from future contract awards](#). Completion of an application form will not necessarily result in a vendor being added to the Bank Group's Vendor Master File. The Bank Group only processes application forms from Vendors who have been awarded business as a result of a competitive bid process. Our practice is to purge the files of vendors that have been inactive for a period of more than two years.

Approved vendors have the capability to view the Bank Group's invoicing and payment records for their company online at <http://www.worldbank.org/corporateprocurement>.

5. GLOBAL PROCUREMENT PROCESS

The Bank Group promotes open competition through its procurement process. Where master agreements do not exist, low value acquisitions may be made without formal competitive bidding. All other purchases made by the Bank Group follow a formal competitive bid process whenever possible. Bank Group IFBs and RFPs valued at over \$200,000 are advertised on the internet at <http://worldbank.org/html/extdr/business/rfps.htm>. For all other purchases, verbal or written solicitations are sent to five or more suppliers selected at random using market or industry directories.

The Bank Group's terms and conditions are posted on the World Bank's internet site. It is the vendor's responsibility to review them and, if necessary, submit comments prior to shipping products or rendering services.

6. BUSINESS ETHICS

The Bank Group's procurement activities must be conducted in a manner above reproach, with complete impartiality and with no preferential treatment. Bank Group staff shall not solicit nor accept, directly or indirectly, any gratuity, gift, favor, entertainment, loan or anything of monetary value from anyone who

(a) has or is seeking to obtain Bank Group business or (b) has interests that may be substantially affected by procurement awards.

The Bank Group's vendors and their employees are expected to abide by the highest ethical, legal and moral standards in all business relationships. As such, we ask that you respect the Bank Group's policy and refrain from placing our employees in an ethical dilemma by offering inappropriate entertainment, hospitality or gifts.

Vendors are reminded that no work may be commenced nor goods supplied prior to the issuance of an official Bank Group Contract. Work commenced, service provided or goods supplied prior to the issuance of a Bank Group authorized contract will be at the vendor's own risk. The Bank Group will not be liable for such action by the vendor nor will the Bank Group be responsible for payment for such services or goods.

7. BANK GROUP POLICY RESTRICTIONS RELATED TO CURRENT AND FORMER BANK GROUP STAFF AND THEIR CLOSE RELATIVES

The Bank Group's policies apply to current and former Bank Group staff, including but not limited to Short Term Consultant (STC), Short Term Temporary (STT), Extended Term Consultant (ETC), Extended Term Temporary (ETT), Junior Professional Associate (JPA), Regular, Local Staff Regular, Open-Ended, Term, Executive Director Assistant and Special Assignments.

These policies provide certain restrictions related to vendor eligibility and the eligibility of current and former Bank Group staff from performing services for the Bank Group. Vendors are required to notify the Bank Group of any current or former Bank Group staff that they are proposing to provide services under a contract with that vendor. In addition, Bank Group policies state that current or former Bank Group staff wishing to provide services as a vendor to the Bank Group, whether as sole proprietors or independent contractors or through a firm in which they are owners, officers, partners or board members or have a financial interest, are ineligible for consideration to provide such services for a period of one year from the termination date of their appointment. This one year cooling-off period also applies to vendors with which close relatives of current or former Bank Group staff

are connected as owners, officers, partners or board members or in which they have a financial interest. Close relatives include spouses, parents, full and half siblings, children, aunts, uncles, nieces, nephews and domestic partners.

The Bank Group also imposes a restriction on all current and former Bank Group staff. For two years after termination of service with the Bank Group, they may not seek or accept work for other entities or persons related to activities where the Bank Group has an interest or is a party and where they had direct involvement during their Bank Group service, except with the Bank Group's prior written consent. In addition, the Bank Group policies restrict close relatives of Bank Group staff from being hired either directly or through its suppliers.

Vendors are required to notify the Corporate Procurement Unit of any real or perceived conflicts of interest, including affiliations with current or former World Bank Group staff and their close relatives.

8. AUTHORITY TO BIND THE BANK GROUP

Vendors are put on notice that in addition to the Corporate Procurement Unit, only specific positions in the Bank Group have authority to issue a written contract authorizing the commencement of work or the delivery of goods or services. Vendors should contact the Corporate Procurement Unit with any questions.

9. GENERAL INFORMATION

Inadequate Specifications

Prospective bidders should inform the Contract Officer as soon as possible if the specifications or other bidding requirements are faulty, unnecessary, or inhibit competition, so that any valid issues can be addressed in an addendum. To maintain fair and equal treatment of all bidders, the Chief of the Corporate Procurement Unit will not hear protests or grant appeals relative to specifications unless the vendor raised the issue, in writing, at least five days prior to the bid opening date.

Tax Exemption

The Bank Group is immune from payment of import duties, sales/use and excise taxes and shall provide Vendors with tax exemption certification as may be required from time to time.

10. INVOICING

Invoices should be submitted to the address specified in the purchase order or contract. All invoices submitted to the Bank Group must reference a purchase order or contract number in order to be processed for payment. Invoice payment will not be made without proper and complete documentation, including a purchase order number.

11. DELIVERY

Off-Site Warehouse – Headquarters ONLY

The Bank Group has a MANDATORY policy regarding the delivery of goods and packages. All deliveries must be delivered to an off-site warehouse at the following address:

The World Bank Group
Dulles Commerce Center Bldg. 100
23760 Pebble Run Drive
Sterling, VA 20166
Telephone: 703-996-8687

Advance Reservations are Required for Deliveries

The Bank Group has a MANDATORY scheduled delivery policy at the above-mentioned off-site warehouse location. Deliveries that have not been scheduled with a specific appointment time may be rejected. To schedule a delivery appointment please call 703-996-8687 or 703-996-8687.

Questions regarding the Bank Group's delivery policy should be directed to:

Steve Fox, Unit Chief
Asset Management and Receiving,
Corporate Procurement, General Services Department,
Telephone 202-458-4543

For more information on Bank Group Corporate Procurement, please visit our Vendor Kiosk at <http://www.worldbank.org/corporateprocurement>