



The World Bank
**Procurement Policy Review
Feedback Summary**

Date: October 21, 2014

Location (City, Country): Ottawa, Canada

Total Number of Participants:

Overview and General Reactions: Representatives of the private sector in Ottawa welcomed the reforms, particularly the issue of better procurement capacity building and more Bank involvement in contract management. Participants advocated for a restitution approach to the ongoing sanctions reform as well as more involvement of Task Team Leaders in the resolution of complaints and challenges with project implementation. The involvement of Bank oversight over contracts that are not high value/high risk was emphasized. Participants highlighted the deficiencies of the current eConsultant system and those will be relayed to GSD.

Specific Feedback from Stakeholders
1. How should the Bank implement support to borrower procurement capacity building and institutional strengthening?
<ul style="list-style-type: none">Borrower procurement staff should be updated on the new Bank procurement reforms to ensure that there is a level playing field for all bidders and consistency in the application of the WBG procurement framework.Borrowers should be trained on the procurement process prior to each bidding process if need be.
2. How should the Bank operationalize the potential broader use of value-for-money criteria in borrower contract award decisions?

<p>3. How should the World Bank target its procurement staff resources to get the best results?</p>
<ul style="list-style-type: none"> • Procurement staff should be trained to design an appropriate procurement strategy for each project and they should be involved in the process right from the time of project preparation. • Participants recommended that relevant WBG staff be involved with the development of Terms of Reference and other critical procurement elements early on to facilitate efficient procurement processes that meet the necessary procurement objectives and desired development results. • Care should be taken to ensure that the criteria of high value/high risk used to determine which contracts benefit from Bank oversight does not leave out contracts that are of lower value but of notable risk that requires the oversight.
<p>4. How and when should alternative procurement arrangements be used for procurement in Bank projects and how should they be assessed?</p>
<ul style="list-style-type: none"> • The assessment should build on the MAPs tool that was used for pilot program for use of country systems.
<p>5. How should sustainable procurement matters be addressed in Bank-financed contracts?</p>
<p>6. How should the World Bank manage fraud and corruption issues in the procurements it finances?</p>
<ul style="list-style-type: none"> • The reforms should avoid having a punitive approach but one that allow for the restitution of offending firms/individuals. • The disclosure of information to firms during the sanctions should be improved.
<p>7. Consultant Services</p>

- The period for proposal preparation should be increased to a minimum of 8 weeks to give enough time for consultants to consider potential partners, form joint ventures etc. and to give firms enough time to prepare their proposals.
- For QCBS the weight of 90/10 (Technical/Financial) was proposed for projects that are dependent on highly technical project components.

8. What role should the Bank have with regard to complaints monitoring?

- Task Team Leaders should be more proactive in ensuring that problems with project implementation and related complaints are resolved in a timely manner.
- The mechanism for dealing with complaints related to contracts that are not subject to prior review should be made clear.

9. What should be the Bank's role in contract management, and with regard to improving performance of suppliers?

- The Bank should ensure that procurement plans are published and WBG staff need to be more involved with contract management to support successful project implementation and achievement of desired development results.
- A service standard for the Borrowers should be developed and implemented. Right now, bidders are given timelines within which to respond and yet, Borrowers, having no service standards tend to take too long to respond to bidders in cases of requests for clarification or complaints.

10. General comments on other issues emanating from the Bank's proposals?

- The reform should have a window for research products which for example allows university professors to engage students in their research without having to hire them as sub-consultants. DFID is a good model of how this can be done.
- More information should be provided to bidders on how to access markets.
- Framework contracts for consultants should be allowed.