

Operational Consulting Services

Frequently Asked Questions

1. How can I access RFx Now?

The RFx Now platform can be accessed at <https://wbgeprocure-rfxnow.worldbank.org>, or by going to the Corporate Procurement website under Operational Consulting Opportunities.

2. How long does the vendor registration process take?

The potential supplier application should take approximately 10 minutes to complete. However, completion of the potential supplier application form will not result in your company being added as a fully registered vendor to the WBG.

All firms registered as potential suppliers will be available in the Supplier Database to WBG staff for potential future business opportunities.

3. Is it possible to cancel my Expression of Interest (EOI) and edit and reload it before the deadline?

There is no need to cancel an EOI submission, making changes and resubmitting an EOI prior to the deadline is all that is needed, the new submission will replace what was previously submitted. Changes are only allowed before the deadline is reached.

4. I submitted an Expression of Interest and was not shortlisted. How can I get feedback?

If you submitted an EOI but were not shortlisted, a debrief will not be provided as it is not administratively feasible.

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

Firms will be able to utilize filters to narrow down search results under Advertisements. To apply filter, click on Search Filters to display available filters. Click Search to see the list of procurements that align with the search criteria.

6. Is there any way to cancel the EOI once I press Submit?

From your dashboard under My Active Selections, you can access the selection for which you want to cancel the EOI and click on "Withdraw" to cancel your submission.

7. Where shall one download the proposal templates?

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. All proposal templates are located under RFP Attachments.

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

The technical proposal and financial proposals are two separated documents required. Firms are required to enter the total financial proposal amount in a field within the system during the Proposal Submission process.

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

The World Bank Group does not disclose either the estimated budget or level of effort (LOE). Firms are encouraged to submit their proposed price based on the requirements described in the Terms of Reference. Financial proposals will be evaluated for technically acceptable vendors.

10. How does one know if the contract has been awarded?

The dashboard will show the status of the procurement – if the phase is listed as “Award” and the status is “Completed” then the evaluation is completed, and the award has been finalized.

If the phase is “Award” and the status is “Active” then it means that the award has not been finalized and that the selection team is finalizing the award details.

11. How do I post a question in the system?

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

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

12. Why would a deadline be extended?

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.

13. What is on average the length of time (number of days) from the status Expression of Interest to Award for any given selection?

The length of time varies depending on the complexity of the requirements and other factors and can range from three weeks to eight weeks or more.

14. How does one attach a file to an EOI submission?

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

Documentation

+

Description	Mandatory	Download	Upload
No Documentation Necessary			

Submit
Edit
Withdraw
Cancel

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

The evaluation team will have access to the technical proposals and the Firm Qualification Questionnaire during the evaluation phase. The financial proposals become visible to the selection team only after the technical proposal scores have been submitted and locked.

16. 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?

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

17. In case of proposals submitted by consortia of companies, where only the leader uploads the EOI, should partners indicate something, or should the leading partner be the only contact point?

Only legal entities meeting vendor eligibility criteria should submit a proposal. A consortium may submit a proposal so long as they meet the vendor eligibility criteria. Alternatively, consortium may select a prime / leading vendor to submit proposal and include subcontractor. See [eligibility criteria in our website](#).

18. Do you send alerts to firms for proposals available?

Firms are not automatically notified of the publication of new advertised procurements. However, automated notifications are sent to those firms that have been short-listed for a procurement when the RFP is issued.

19. What does Intend to Submit Proposal means?

Intend to Submit Proposal means that an interested firm will be submitting a proposal for the procurement in the future. Proposals will only be accepted within the period of time when the proposal submission is open.

20. Will RFX Now be used for procurements published by local ministries ion World Bank financed projects?

No. RFXNow will only be used to procure consulting services to support operational activities of the World Bank Group under Bank Group executed contracts.

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

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

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

If your firm was shortlisted and you submitted a technical and financial proposal and were not selected for contract award, you may submit a request for a debrief and you will receive an email with feedback regarding the strengths and weaknesses of your proposal. You will not receive information about your score, rank or information about other firms' proposals, scores, or rank.

23. Does RFX Now replace the devbusiness?

'devbusiness', or UN Development Business Online, is an independent portal run by the UN which consolidates business opportunities from various UN Agencies and other content providers. It is distinct from the World Bank Group's RFX Now. However, advertisements for procurement opportunities from RFX Now are shared, as a courtesy, to UNDB Online and are posted at their discretion.

24. Are all World Bank Group tenders advertised on DGmarket?

No, the official site for advertising opportunities is the [Corporate Procurement website](#). As a courtesy, the World Bank Group shares information about opportunities to DGMarket and UNDB for inclusion in their publications.

25. Are there automatic notifications about procurement opportunities by country?

There is no automatic feed of available business opportunities by county or any other qualifier.

26. How should large organizations identify their various accounts?

An organization may hold multiple accounts 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.

27. How do firms register as a new user of RFX Now, when they are a registered World Bank Group vendor?

New users of the RFX Now platform should follow the instructions to activate an account. Step-by-step instructions can be found in the [Getting Started](#) user guide.

28. Does the dashboard show who the contract was awarded to?

No, the World Bank Group does not share in RFX Now the name of the selected firm. However, large value contract awards with an estimated value above USD 250,000 are disclosed [here](#). Note this list does not include all contracts awarded by the World Bank Group.

If an unsuccessful firm that submitted a proposal requests a debrief, the name of the winning firm will be included in the debrief.

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

If you are uploading proposal documents and the attachments are large (10MB or larger), the system may not be able to complete the upload. Or if your internet connection is slow, there is a chance that the upload will take a very long time and the connection with the server may be lost during the upload.

Contact Corporate Procurement at corporateprocurement@worldbank.org prior to the submission deadline date for support.

You MUST NOT send proposal documents to anyone in the World Bank Group team as this may disqualify your company from participating in the procurement.

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

Universities can participate in procurements advertised in RFX Now. These selections are NOT invitations for grant proposals. Please note that if selected, the University will receive a standard World Bank Group consulting services contract and will be required to comply with the contract terms and conditions. The university's technical proposal should respond to the Terms of Reference (TOR) issued with the RFP. The proposed methodology may include a research component if this is consistent with the TOR.