

PROCUREMENT MANUAL

**KERALA SOLID WASTE MANAGEMENT PROJECT
(KSWMP)
P168633**

**PREPARED BY:
SUCHITWA MISSION,
LOCAL SELF GOVERNMENT DEPARTMENT (LSGD)
KERALA**

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Abbreviations and Acronyms

Abbreviations/ Terms	Full Terminology/ Definition
Bank	WorldBank (IBRD & IDA)
Bid	An offer, by a firm or joint venture, in response to a Request for Bids, to provide the required Goods, Works or Non-consulting Services.
Bidder	A firm or joint venture that submits a Bid for Goods, Works, or Non-consulting Services in response to a Request for Bids.
Consultant	A variety of private entities, joint ventures, or individuals that provide services of an advisory or professional nature. Where the Consultant is an individual,(s)he is not engaged by the Borrower as an employee.
Consulting Services	Covers a range of services that are of an advisory or professional nature and are provided by Consultants. These Services typically involve providing expert or strategic advice e.g., management consultants, policy consultants or communications consultants. Advisory and Project related Consulting Services include, for example: feasibility studies, Project management, engineering services, finance and accounting services, training and development.
CQS	Consultant's Qualifications Based Selection.
DPMU	District Project Management Unit
EoI	Expression of Interest.
FA	Framework Agreement.
FBS	Fixed-budget Based Selection; a method of evaluating the selection of Consultants where Proposals are based on a fixed budget.
GeM	Government e-Marketplace
Goods	A category of procurement that includes: commodities, raw material, machinery, equipment, vehicles, Plant, and related services such as transportation, insurance, installation, commissioning, training, and initial maintenance,
IAs	Implementing agencies: SM/SPMU/DPMU/ ULBs/ PIUs
KSWMP	Kerala Solid Waste Management Project (KSWMP)
LSGD	Local Self Government Department
LCS	Least-cost-based Selection: a method of evaluating the selection of Consultants based on the lowest price.
Legal Agreement	An agreement with the Bank providing for a loan for KSWMP, including Procurement Plan and all other documents incorporated by reference. The term also includes the Project Agreement.
NGO	Non-governmental Organization.
Non-consulting Services	Services, which are not Consulting Services. Non-consulting Services are normally bid and contracted on the basis of performance of measurable outputs, and for which performance standards can be

	clearly identified and consistently applied. Examples include: drilling, aerial photography, satellite imagery, mapping, and similar operations.
PIUs	Project Implementing Units
PMC	Project Management Consultant
PPSD	Project Procurement Strategy for Development
Procurement Regulations	The “World Bank Procurement Regulations for IPF Borrowers”. July 2016, Revised November 2017 & August 2018.
Proposal	An offer, in response to a request for proposals, which may or may not include price, by one party to provide Goods, Works, Non-Consulting Services or Consulting Services to another party.
Proposer	An individual entity or joint venture that submits a Proposal for Goods, Works, and Non-consulting Services in response to a request for proposals.
QBS	Quality-Based Selection.
QCBS	Quality and Cost-Based Selection.
REoI	Request for Expressions of Interest.
RFB	Request for Bids as a selection method.
RFP	Request for Proposals as a selection method.
RFQ	Request for Quotations as a selection method.
Shortlist	The shortlisting process used prior to inviting request for Proposals in the procurement of Consulting Services.
SM	Suchitwa Mission
SPDs	The Bank’s Standard Procurement Documents: are procurement documents issued by the World Bank to be used in Bank financed Projects. These include, GPN, SPN, EOI, REOI, Standard Prequalification documents, Initial Selection documents, Request for Bids Documents, and Request for Proposals Documents.
SPMU	State Project Management Unit
STEP	Systematic Tracking of Exchanges in Procurement
TSC	Technical Support Consultant
ULBs	Urban Local Bodies
Works	A category of procurement that refers to construction, repair, rehabilitation, demolition, restoration, maintenance of civil work structures, and related services such as transportation, insurance, installation, commissioning, and training.

CHAPTER 1: ABOUT THE MANUAL

1.1 Purpose

The purpose of this Manual is to detail procurement procedures and processes and provide guidance in carrying out procurement activities for goods, works, consultancy and non-consultancy services effectively and efficiently in the project in compliance with the World Bank Procurement Regulations and agreed procurement arrangements applicable to the project. It shall be responsibility of the procurement officials and other officials involved in procurement processes to observe the mentioned procurement procedures contained in this manual. Adherence to it, will result in achieving key procurement objectives in terms of efficiency, economy, fairness, fit for purpose, value for money (VfM), accountability and transparency in procurement while assuring compliance on World Bank Procurement Regulations and agreed procurement arrangements.

1.2 Applicable Procurement Regulations

Procurement for the project will be carried out in accordance with the World Bank's "Procurement Regulations for IPF Borrowers for Procurement in Investment Project Financing - Goods, Works, Non-Consulting Services and Consulting Services", dated July 2016 revised November 2017 and August 2018 ("Procurement Regulations") and the additional provisions stipulated in the Legal Agreement. The project will be subject to the World Bank's Anticorruption Guidelines, dated October 15, 2006, and revised in January 2011 and July 2016.

1.3 Applicability

The Manual is to facilitate the application of World Bank Procurement Regulations and other agreed procurement arrangements. It does not provide a comprehensive coverage on all provisions of World Bank Procurement Regulations and other agreed arrangements. It is responsibility of the user to strictly comply on all such provisions.

Note:*In case of a conflict between the*

- a) provision of this procurement manual and*
 - b) provision specified in World Bank Procurement Regulations and other agreed procurement arrangements,*
- the latter one shall prevail*

CHAPTER 2: ABOUT THE PROJECT

2.1 Project Description

To address the key institutional, financial, service delivery and infrastructure constraints in the SWM system in Kerala, the **Kerala Solid Waste Management Project (KSWMP)** will have an integrated service delivery value chain approach. It will provide a combination of technical and financial assistance to the participating ULBs and state government to improve their institutional and organizational capacities, and their infrastructure and service delivery systems for SWM.

The project will support a hybrid approach of decentralized and centralized waste management systems. At the decentralized level, participating ULBs will have a lead role in delivering SWM services including generator level waste segregation and treatment, primary collection and transportation, waste processing and recycling. Owing to the demographic and geographic profile of the state, characterized by closely located medium and small-sized ULBs and peri-urban areas with high population density, the project will also support a cluster-based approach for regional SWM processing and disposal.

The duration of the project is 6 years.

2.2 Project Development Objective

The proposed PDO is to strengthen the institutional and service delivery systems for Solid Waste Management (SWM) in Kerala.

2.3 Project Components

The project comprises three components as described briefly below:

Component 1: Institutional development, capacity building and project management.

The component will provide technical assistance and capacity building at state and local level for (a) undertaking SWM institutional and policy reforms; (b) planning, designing and implementing investment sub-projects for climate smart and disaster resilient SWM infrastructure and services improvement; (c) organizational development of participating ULBs for inclusive and sustainable SWM service delivery; and (d) awareness generation, gender inclusion and stakeholder engagement. This component will also provide project management, coordination and monitoring support at state, district and local levels. This component will also provide technical support to LSGD, SM and participating ULBs for (i) developing guidelines and systems for COVID-19 related waste management, sanitization and public hygiene practices to be rolled out across all urban areas, and (ii) carrying out social awareness generation, sensitization and training programs for all the key stakeholders and citizens.

Key activities include:

1. **Activity 1.1:** Technical Assistance to LSGD and SM
2. **Activity 1.2:** Technical assistance to ULBs

3. **Activity 1.3:** Trainings and awareness generation/ Information Education Communication (IEC) support
4. **Activity 1.4:** Project Management support

Component 2: Grant support to ULBs for SWM.

The component will provide grants to the participating ULBs for improving their SWM systems and capacities, mainly on (a) primary collection and transportation systems for solid waste (b) source segregation and treatment for BDW at decentralized level, (c) Rehabilitation of the existing MCFs/RRFs and development of new integrated MRFs, (d) development of BDW management facilities, (e) closure/remediation of existing dumpsites and development of disposal cells as interim disposal facility, (f) public space cleaning, sanitization, waste removal activities as well as cleaning & sanitization of government offices, hospitals, community level waste recycling/processing facilities, (g) protective gears, equipment, masks, chemicals, disinfectants etc. for sanitation & waste management workers, (h) operations and maintenance payments for performance-based contracts & tipping fee for regional disposal and (i) implementation of environment and social risk mitigation actions as per ESMF-TDF-RPF.

Component 3: Development of regional SWM facilities.

This component will support regional processing and recycling facilities; transfer stations and regional sanitary landfills for municipal solid waste disposal; and closure/remediation of existing waste dumpsites. These down-stream activities aim at completing the value chain and will be managed by SM and implemented in compliance with the National SWM Rules 2016 and the guidelines issued by Central Pollution Control Board. In addition, this component will also finance the biomedical waste management facilities to expand the state's capacity to deal with increased volumes of biomedical waste in the context of COVID-19 pandemic, and construction and demolition (C&D) waste management facilities.

CHAPTER 3: PROCUREMENT IMPLEMENTATION ARRANGEMENTS

3.1 State Level

At State level, Suchitwa Mission (SM) under the Local Self Government Department (LSGD) of Kerala will be the primary implementation agency for the project. A dedicated State Project Management Unit (SPMU) established at SM will be responsible for overall project management and implementation. The procurement officials deployed at SPMU will be responsible for implementation and monitoring of procurement activities at state level. In addition to conducting procurements at state level, SPMU would also be responsible for:

- a) Managing STEP system on behalf of participating ULBs (PIUs)
- b) Regardless of value, prior review all procurement activities undertaken by ULBs (PIUs). Refer Annex 1 for service standards for review and clearance of procurement document by SPMU.

The Project Management Consultancy (PMC) firm hired by SM will provide support to SM in carrying out the project management, coordination and supervision activities including support on procurement activities undertaken by the State.

In addition to above, broad functions of SPMU procurement unit are:

State level	Broad Functions
SPMU Procurement Unit	<ul style="list-style-type: none"> - Ensure full compliance to World Bank Procurement Regulations and provisions of Legal Agreement, and adherence to procedures outlined in this Manual in carrying out procurement activities in the project; - Prepare (i) first 18 months Procurement Plan for the project immediately after project effectiveness, and obtain World Bank's clearance through STEP; and (ii) subsequently update (at regular intervals or at least annually) Project Procurement Plan in STEP as required to reflect the actual project implementation needs; (iii) manage STEP system on behalf of all ULBs (PIUs); - Provide procurement guidance to IAs for the implementation of procurement activities in the project; - Conduct prior review of all procurement documents for goods, works, non-consultancy and consultancy services for following documentation (a) draft RFB/RFP/RFQ/REOI documents and associated addendum (ii) draft evaluation reports and award recommendations (iii) draft contract amendments and (iv) draft resolutions on procurement related complaints. - Procure goods, works, non-consultancy and consultancy services undertaken by SPMU under project component 1 and 3 as per agreed procedures and applicable Procurement Regulations; - Ensure all procurement related records and documents are properly maintained in the project, and retrieve within reasonable time for review or audit by the World Bank or its appointed auditors. This also includes ensuring procurement information for all activities is up to date in STEP system; and - Maintain records for all procurement complaints received in the project

	including their redressal.
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3.2 District Level

At District level, District Project Management Units (DPMUs) established by SM (in each of the 14 districts) will be responsible to monitor and coordinate the activities of ULBs and to undertake district level project management tasks. The DPMUs will primarily be responsible for coordinating, monitoring and supervising investment sub-project and TA/capacity building activities at the ULB level.

Each DPMU will further be supported by a PMC team of technical experts hired by SM/ SPMU. The PMC procurement specialist will assist DPMU to design, procure and supervise all investments undertaken by ULBs falling under respective district.

A district-level Technical Support Consultant (TSC) hired by SPMU/ DPMU will provide end-to-end specialized technical and supervision support to the participating ULBs in their respective districts in carrying of sub-project specific planning, design and implementation activities including preparation of all technical documents, environment and social impact assessment as per ESMF, procurement document, bidding process, contract management and supervision activities.

The key functions of DPMU procurement unit are:

District level	Broad Functions
DPMU Procurement Unit	<ul style="list-style-type: none"> - Collate procurement related information from PIUs and provide status of procurement activities undertaken by PIUs to SPMU as and when required in the project; - Provide hands on procurement support to PIUs for the implementation of procurement activities in the project; - Facilitate/ prepare all procurement documents for procurement of goods, works, non-consultancy and consultancy services undertaken by PIUs under project component 2 as per agreed procedures and applicable Procurement Regulations; and - Ensure all procurement related records including procurement related complaints are properly maintained and retrieve within reasonable time for review or audit by the World Bank or its appointed auditors; and - Maintain records for all procurement complaints received in the project including it's redressal.

3.3 City Level

To facilitate project implementation at ULB level, a small Project Implementation Unit (PIU) will be constituted under the Secretary (who is the Executive head of the ULB). The PIU team at ULB level will be responsible for handling SWM services and related procurement activities undertaken by the participating ULBs. For any handholding support on procurement activities, ULBs will reach out to their respective DPMU.

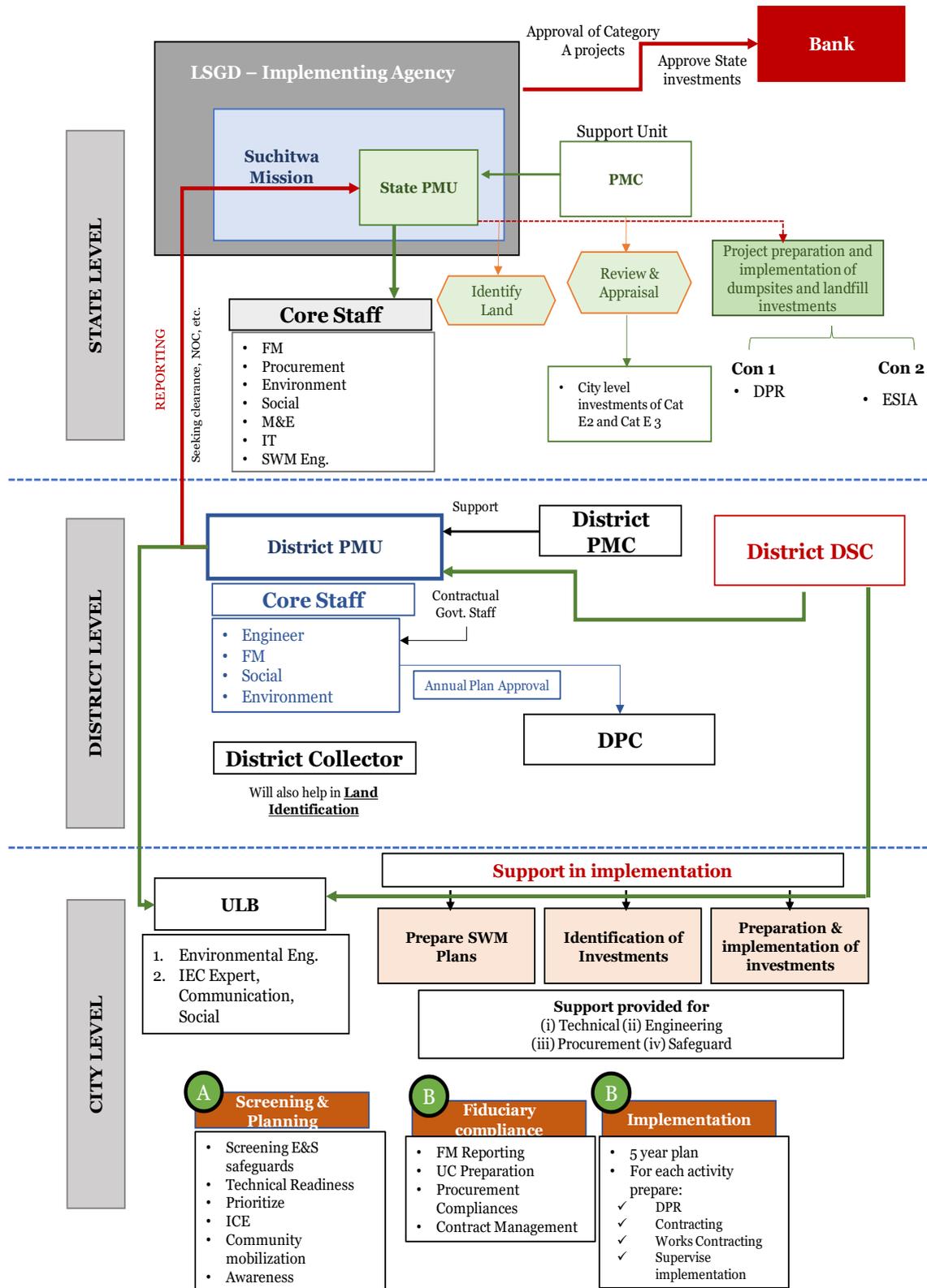
The key functions of PIUs at ULB level are:

ULB level	Broad Functions

**PIU
Procurement
Unit**

- Carry out procurement of goods, works, consultancy and non-consultancy services as per agreed procedures and applicable Procurement Regulations (and in line with Procurement Plan cleared by the Bank through STEP) under project component 2;
- Ensure all procurement related records and documents required are properly maintained, and retrieve within reasonable time for review or audit by the World Bank or its appointed auditors; and
- Maintain records for all procurement complaints received in the project including their redressal.

Figure. Detailed Implementation arrangement of KSWMP



CHAPTER 4: PROJECT PROCUREMENT ARRANGEMENTS

4.1 Applicable Procurement Regulations

Procurement for the project will be carried out in accordance with the World Bank's "Procurement Regulations for IPF Borrowers for Procurement in Investment Project Financing - Goods, Works, Non-Consulting Services and Consulting Services", dated July 2016 revised November 2017 and August 2018 ("Procurement Regulations") and the additional provisions stipulated in the Legal Agreement. If there is conflict between government decrees, rules, and regulations and the World Bank Procurement Regulations, then the World Bank Procurement Regulations shall prevail.

The project will be subject to World Bank Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants ("Anti-Corruption Guidelines"), dated October 15, 2006 and revised in January 2011 and as of July 1, 2016.

Unless otherwise agreed with the World Bank, the World Bank's Standard Procurement Documents shall be used for tenders under International Market Approach. These documents can be accessed from <https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework#SPD>

For National Market Approach, only the model bidding documents for National Competitive Procurement (NCP) agreed with the Government of India Task Force (and as amended for time to time), shall be used for bidding. Model Bidding documents shall be shared by the Bank with SPMU upon request.

4.2 Project Procurement Strategy for Development (PPSD)

According to the requirement of the World Bank's Procurement Regulations, a PPSD has been developed to determine the optimum procurement approach to be adopted for KSWMP to deliver the right procurement result. The PPSD has taken into consideration inter alia the market situation, the operational context, previous experience and the risks present. Currently, PPSD inter alia describes the procurement approach for the procurement (indicative investments) envisaged during the first 18 months of the Project.

As the project is developed on framework-based approach and specific investments would be identified during project implementation phase (and not during project preparation phase), therefore, PPSD document would be updated once specific investments are identified, and first 18 months procurement Plan for goods, works and services will be prepared during the initial stages of project implementation phase. Changes in PPSD may trigger changes in Procurement manual which will be reflected by updating the manual.

4.3 Procurement Plan (PP)

As the project is developed on framework-based approach and specific investments would be identified during project implementation phase, SPMU/ DPMU and PIUs will prepare its procurement plan for the first 18 months immediately after project effectiveness.

Procurement plan shall include:

- a. procurement category (goods, works and services to be procured);
- b. their estimated value;
- c. procurement arrangement (procurement method, market approach, procurement

- process)¹;
- d. review type
- e. procurement roadmap

The Procurement Plan will be updated at least annually or as required to reflect the actual project implementation needs.

4.4 Use of Systematic Tracking of Exchanges in Procurement (STEP)

In accordance with para 5.9 of Procurement Regulations, the project will use STEP, a World Bank procurement planning and tracking system, which will provide data on procurement activities and establish meaningful and measurable benchmarks.

The procurement plan and procurement activity schedule prepared by SPMU/ DPMU and PIUs shall be submitted to the World Bank for review and clearance through STEP. No procurement actions will be initiated prior to issuance of no-objection from the World Bank. All procurements in the project will be carried out as per the agreed procurement plan.

4.5 E-procurement

Unless otherwise agreed with World Bank, the Government of Kerala's National Informatics Centre (NIC) platform <https://etenders.kerala.gov.in/nicgep/app> will be used to carry out bidding in the project for procurements of goods, works and services for estimated value per contract equivalent to INR 5 lakhs and above.

4.6 Procurement Methods and Value Thresholds

The procurement methods and value thresholds per contract is provided below.

Procurement Approaches and Methods	Thresholds (US\$ equivalent)
Open international	For any value activity
Open national (works – including turnkey, supply and installation of plant and equipment and PPP)	Up to 40 million
Open national (goods, IT system, and non-consulting services)	Up to 10 million
National request for quotation (works, goods, IT system and non-consulting services)	Up to 100,000
Direct selection	No threshold. i) For works, goods, non-consulting services and IT system procurement: In accordance with paragraphs 6.8–6.10 of the Procurement Regulations; ii) For consultancy services: In accordance with paragraphs 7.13–7.15

¹Note: Methods of procurement to be adopted as well as review of contracts by the World Bank is done based on the total value of procurement package and not on the value of each individual contract/ schedule/ lot/ slice within the tender.

Procurement Approaches and Methods	Thresholds (US\$ equivalent) of the Procurement Regulations
National Approach for Consultant Selection	Up to 800,000

4.7 Prior-Review Arrangements for World Bank

Prior Review Thresholds	
Works including Supply and Installation of Plant and Equipment	All contracts more than or equal to US\$ 10 million
Goods, IT system and Non-consulting services	All contracts more than or equal to US\$ 2 million
Consultants	All contracts (i) more than or equal to US\$ 1 million equivalent for firms; and (ii) more than or equal to US\$ 300,000 for individuals.
Prior Review contracts irrespective of value	Irrespective of the contract value, the following procurement activities are subject to the Bank's prior review; (a) procurement processes involving contract negotiations, as per Section VI, paragraphs 6.34-36, of the Procurement Regulation for Borrowers (b) competitive dialogue ; (c) sustainable procurement ; (d) selection of probity assurance providers, as described in Section III, paragraph 3.3 of the Procurement Regulations for Borrowers; and (e) best and final offer.

4.8 Prior review contracts

Based on the above thresholds, the World Bank will conduct prior review of all procurement contracts undertaken in the project. In the case of contracts subject to prior review, Implementing agencies will seek the World Bank's no objection before granting/ agreeing to: (a) an extension of the stipulated time for performance of a contract that either increases the contract price or has an impact on the planned completion of the project; (b) any substantial modification of the scope of works, goods, IT system; non-consulting services; or consulting services and other significant changes to the terms and conditions of the contract; (c) any variation order or amendment (except in cases of extreme urgency) that, singly or combined with all variation orders or amendments previously issued, increases the original contract amount by more than 15 percent; and (d) the proposed termination of the contract. Complaints received in all prior review cases shall be sent to World Bank's for review, and the response to the complaint in such cases shall be cleared with the World Bank's. Complaints with allegations of fraud and corruption shall be shared with the World Bank's, irrespective of the thresholds.

Note: For the procurement undertaken by ULBs, SPMU would conduct prior review of all procurement activities regardless of value.

4.9 Post Review Contracts

All contracts not covered under prior review by the World Bank will be subject to post review. The World Bank will conduct post review of contracts during implementation support missions and/or special post review missions, including missions by consultants hired by the Bank.

4.10 Disclosure of procurement information

The following documents shall be disclosed on the project/ state websites: (a) Procurement Plan and its updates; (b) an invitation for bids for procurement of Works, Goods, IT system procurement, and non-consulting services; (c) request for expression of interest for selection/ hiring of consulting services; (d) contract awards of Works, Goods, IT system procurement, and non-consulting services procured following international and national procedures; (e) a list of contracts/ purchase orders placed following RFQ procedures on a quarterly basis; (f) a list of contracts following direct contracting on a quarterly basis; (g) an annual financial and physical progress report of all contracts; and (h) an action taken report on the complaints received on a quarterly basis.

4.11 Publication Requirements

The following details shall be sent to the World Bank for publishing on the United Nations Development Business and the World Bank's external website: (a) Specific Procurement Notice (i.e., invitation for bids) for procurement of Works, Goods, IT system procurement, and non-consulting services using open international procedures; (b) Requests for Expression of Interests above US\$800,000; (c) contract award details of all procurement of Works, Goods, IT system procurement, and non-consulting services using open international procedure; and (d) a list of contracts/ purchase orders placed following direct contracting procedures on a quarterly basis. Further, the implementing agency will also publish on their websites any information required under the provisions of 'suo moto' disclosure as specified by the Right to Information Act.

4.12 National Procurement Procedure Conditions

National competition for the procurement of Works, Goods, IT system procurement, and non-consulting services according to the established thresholds will be conducted in accordance with paragraphs 5.3–5.5 of Section V of the Regulations and the following provisions:

- a) Only the model bidding documents for National Competitive Procurement (NCP) agreed with the Government of India Task Force (and as amended for time to time), shall be used for bidding.
- b) Invitations to bid shall be advertised on a widely used website or electronic portal with free open access at least 30 days prior to the deadline for the submission of bids, unless otherwise agreed in the approved procurement plan.
- c) No special preference will be accorded to any bidder either for price or for other terms and conditions when competing with foreign bidders, state-owned enterprises, small-scale enterprises, or enterprises from any given state.
- d) Except with the prior concurrence of the IBRD, there shall be no negotiation of price with the bidders, even with the lowest evaluated bidder.
- e) The Government e-Marketplace (GeM) set-up by Ministry of Commerce, Government of India will be acceptable for procurement under RFQ method.
- f) At the Borrower's request, the IBRD may agree to the Borrower's use, in whole or in part, of its electronic procurement system, provided that the IBRD is satisfied with the adequacy of such system.

- g) Procurement will be open to eligible firms from any country. This eligibility shall be as defined under Section III of the Procurement Regulations. Accordingly, no bidder or potential bidder shall be declared ineligible for contracts financed by the IBRD for reasons other than those provided in Section III of the Procurement Regulations.
- h) The request for bids/ request for proposals document shall require that Bidders/ Proposers submitting Bids/ Proposals include a signed acceptance in the bid, to be incorporated in any resulting contracts, confirming application of, and compliance with, the World Bank's Anti-Corruption Guidelines, including without limitation the IBRD's right to sanction and the IBRD's inspection and audit rights.
- i) The Borrower shall use an effective complaints mechanism for handling procurement-related complaints in a timely manner.
- j) Procurement Documents will include provisions, as agreed with the IBRD, intended to adequately mitigate against environmental, social (including sexual exploitation and abuse and gender-based violence), health, and safety ("ESHS") risks and impacts.

CHAPTER 5: APPROVED PROCUREMENT METHODS FOR GOODS, WORKS & NON-CONSULTANCY SERVICES

5.1 Approved Procurement Methods

Following are approved selection method as per “Procurement Regulations” for procurement of Goods, Works, and Non-Consulting Services:

- A. Request for Proposals (RFP);
- B. Request for Bids (RFB);
- C. Request for Quotations (RFQ); and
- D. Direct Selection.

Procurement Methods	Description
Request for Proposals (RFP)	An RFP is a competitive method for the solicitation of Proposals. It should be used when, because of the nature and complexity of the Goods, Works, or Non-consulting Services to be procured, the IA’s business needs are better met by allowing Proposers to offer customized solutions or Proposals that may vary in the manner in which they meet or exceed the requirement of the request for proposals document. An RFP is normally conducted in a multi-stage process.
Request for Bids (RFB)	An RFB is a competitive method for the solicitation of Bids. It should be used when, because of the nature of the Goods, Works, or Non-consulting Services to be provided, the IA is able to specify detailed requirements to which Bidders respond in offering Bids. Procurement under this method is conducted in a single-stage process. Qualifying criteria (minimum requirements normally evaluated on a pass/fail basis) are normally used with RFB. Refer chapter 6 of this manual for details.
Request for Quotations (RFQ)	An RFQ is a competitive method that is based on comparing price quotations from firms. This method may be more efficient than the more complex methods for procuring limited quantities of readily available off-the-shelf Goods or Non-consulting Services, standard specification commodities, or simple civil Works of small value. Refer chapter 7 of this manual for details.
Direct Selection	Proportional, fit-for-purpose, and VfM considerations may require a direct selection approach: that is, approaching and negotiating with only one firm. This selection method may be appropriate when there is only one suitable firm or there is justification to use a preferred firm. Refer chapter 8 of this manual for details.

5.2 Market Approach Options

Open Competition	Limited Competition	Approaching the International Market	Approaching the National Market
<p>An open competitive approach to market is the Bank’s preferred approach as it provides all eligible prospective Bidders/Proposers with timely and adequate advertisement of a requirements and an equal opportunity to bid/propose for the required Goods, Works, or Non-consulting Services.</p> <p>Any approach, other than open competition, shall be justified by the IA. Any such approach shall be stated in the Procurement Plan</p>	<p>A limited competitive approach to market is by invitation only, without advertisement.</p> <p>It may be an appropriate method of selection where there are only a limited number of firms or there are other exceptional reasons that justify departure from open competitive procurement approaches.</p> <p>It is generally more acceptable in case of RFQs.</p>	<p>Approaching the international market (international competitive procurement), is appropriate when the participation of foreign firms will increase competition and may assure the achievement of best VfM and fit-for-purpose results.</p> <p>Open international competitive procurement, for which international advertisement is required, is the preferred approach for complex, high-risk, and/or high-value contracts.</p> <p>As provided in Chapter-4, it is mandatory to use International Market Approach above a certain pre-defined threshold of estimated value of procurement and optional below it.</p>	<p>As agreed in the Procurement Plan, approaching the national market may be appropriate when the procurement is unlikely to attract foreign competition because of:</p> <ol style="list-style-type: none"> the size and conditions of the market; the value of the contract; activities that are scattered geographically, spread over time, or are labor- intensive; or the Goods, Works, or Non-consulting Services are available locally at prices below the international market. <p>Approaching the national market may also be appropriate when the advantages of approaching the international market are clearly outweighed by the administrative or financial burden involved.</p> <p>If foreign firms wish to participate in open national competitive procurement, they are allowed to do so on the terms and conditions that apply to national firms.</p> <p>When approaching the national market, the National Procurement Procedures may be used, as specified in Paragraphs 5.3 to 5.6 of Section V of the World bank Procurement Regulations and additional provisions provided under chapter 4 of this manual.</p> <p>As provided under Chapter-4, use of national market approach is capped at a certain pre-defined estimated value of procurement.</p>

CHAPTER 6: REQUEST FOR BIDS (RFB) METHOD PROCUREMENT OF GOODS, WORKS & NON-CONSULTANCY SERVICES

6.1 Summary of Procurement Process

The key steps involved in procurement of goods, works and non-consultancy services using **RFB- Single Stage Single Envelope under National Competitive Bidding (NCB)**² are:

1. Draft a Procurement Strategy (Scope, Type, size of contracts, budget estimate and appropriate market approach) and get necessary administrative sanctions as applicable.
2. Submit procurement activity in STEP system and get Bank's clearance.
3. Initiate procurement as per the Procurement Plan.
4. Prepare of Technical specifications/ Bill of Quantities/ drawings and detailed cost estimate and get necessary technical sanctions as applicable.
5. Prepare Request of Bid (RFB) document (using model bidding documents agreed with the World Bank);
6. Advertise Request of Bid (RFB) in newspaper, e-tender portal and project website;
7. Conduct Pre-bid conference (if stipulated in the bidding document) and provide clarifications sought by the potential bidders/ service providers and make necessary amendment to bid document if required;
8. Submission and Opening of Bids and prepare Minutes of Bid Opening;
9. Evaluate the Bids received and make recommendation of award for most advantageous bids;
10. Prepare Bid Evaluation Report (BER) (using World Bank BER format) and obtain necessary approvals from the competent authority;
11. Issue Notification of Award and obtain performance security (in prescribed format as mentioned in the bid document) and validate from the issuing Bank (in case of Bank Guarantee);
12. Sign Contract (and return bid securities of unsuccessful bidders/ service providers after contract signature);
13. Publish contract award information on the project website; and
14. Manage the Contract as per the conditions of the contract and make payments.
15. Completion of delivery/ commissioning /handing over and return performance security as per the terms of the contract.
16. Contract closure.

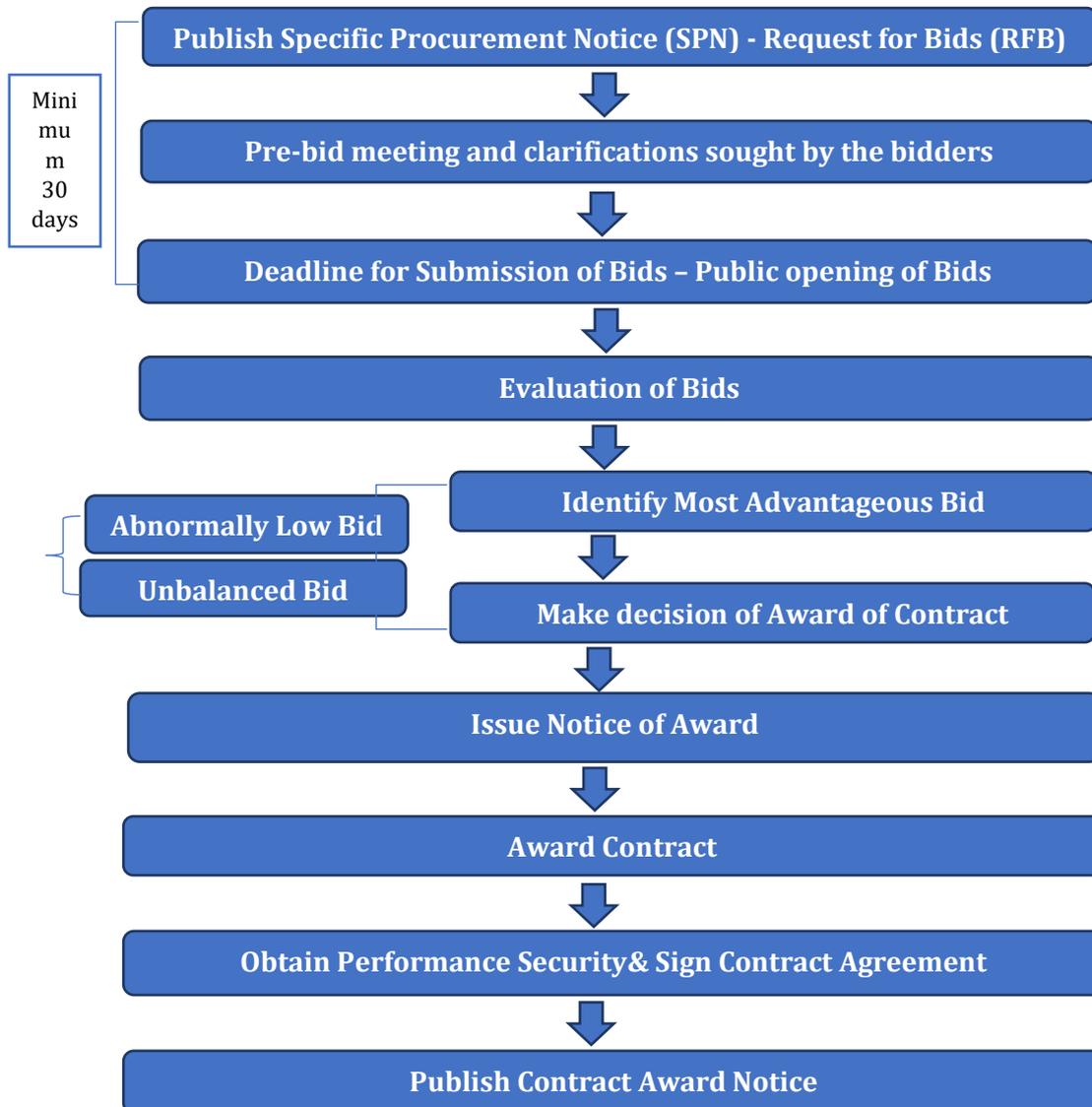
²Procurement steps in case of post review contracts

6.2 Important aspects of RFB under National Competition

Important aspects	Description
<p>Preparation of RFB Document</p>	<ul style="list-style-type: none"> - Model bid document agreed for the project shall be used for bidding. - Bid document shall furnish all information necessary for prospective bidders to prepare a bid for the Goods/ Works/Non-Consulting services to be provided. - In general, bid document includes: Invitation for bids (IFBs), Instructions to Bidders (ITBs), Bid Data Sheet (BDS), Evaluation and Qualification Criteria, Bidding Forms, Schedule of Requirements, General Conditions of Contract (GCC), Special Conditions of Contract (SCC), Contract Forms, necessary formats for securities, etc. - The basis of evaluation and selection of most advantageous bid shall be clearly stated in the Instructions to Bidders (ITBs) Bid Data Sheet (BDS) and Evaluation and Qualification Criteria. - Schedule of Requirements or Employer’s Requirement shall indicate the description of Goods/ works/ Non-Consulting Services, the Delivery and Completion Schedules, the Technical Specifications, and the Drawings to be procured or rendered. - Bidding document should clearly state whether the bid prices will be fixed, or price adjustments will be made to reflect any changes (upwards or downwards) in major cost components of the contract such as material and labour.
<p>Advertisement</p>	<ul style="list-style-type: none"> - Timely notification of bidding opportunities is essential in competitive bidding. - Invitation for Bids (IFB) shall be published in at least one national daily of wide circulation, on a widely used website or electronic portal with free open access, and on the official website for wider dissemination. - Unless otherwise agreed in procurement plan, at least 30 calendar days’ time shall be given for submission of bids from the date of sale of bid document. - The last date and time for submission of bid should be clearly indicated in the IFB/ bid document.
<p>Issuance of the Bid document</p>	<ul style="list-style-type: none"> - Sale of bid document should begin only after the publication of notification of IFB in newspaper. - Bid document shall be made available to all who seek them after paying the requisite fees, if any, regardless of registration status and they should be allowed to bid. - Bid document can also be made available for download from e-procurement website.
<p>Opening of Bids</p>	<ul style="list-style-type: none"> - Bids shall be opened on the same day immediately (within 30

	<p>minutes) after the deadline for bid submission as mentioned in the bid document.</p> <ul style="list-style-type: none"> - Bids shall be opened in public. The bidders or their representatives shall be allowed to be present at the time of opening of bids. - All bids received should be opened, and no bid should be rejected at the time of bid opening except late bids. Late bids shall be returned to the bidders unopened. - The name of the bidder and total amount of each bid along with important conditions like applicable taxes (GST), delivery terms, delivery period, special conditions and discounts, if any, shall be read out at the time of bid opening. Withdrawal notices and modifications to the bids shall be read out first and well documented. - Minutes of bid opening must be prepared by bid opening officials and should be signed by all members present including bidders or their representatives. - An equivalent process would be followed in case procurement activity is conducted through e-procurement system.
<p>Bid Evaluation and Comparison</p>	<ul style="list-style-type: none"> - Evaluation of bids and selection of most advantageous bid shall be strictly done as per all criteria and only those criteria mentioned in the bidding document. - The bid price read out at the bid opening shall be adjusted at the time of evaluation with correction for any arithmetical errors for the purpose of evaluation with the concurrence of the bidders. Where there is a discrepancy between the rates in figures and in words, the rate in words will prevail. Where there is a discrepancy between the unit and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will prevail. - Historical data in relation to bid, if not received along with the bid, can be requested from the bidders in writing. Reasonable time shall be given to bidders to respond. - The purchaser shall prepare a detailed Bid Evaluation Report (BER) on the evaluation and comparison of bids setting forth the specific reasons on which the recommendation is based for the award of the contract.
<p>Contract Award</p>	<ul style="list-style-type: none"> - Contract shall be awarded within the bid validity period to the bidder who has the necessary technical capability and financial resources and whose bid is found to be most advantageous bid in the evaluation process. - Single bids should also be considered for award, if it is determined that IFB has been widely advertised, bid specification and conditions of bidding were not restrictive or unclear, and bid prices are considered reasonable comparative to estimated cost.

Flowchart: Procurement Steps: RFB (Single Stage, Single Envelope) Method under National Competition



6.3 Salient Terms and Conditions for Bidding

6.3.1 Seriously Unbalanced or Front-loaded Bids. For Works and Plant, if the Bid that results in the lowest evaluated cost is, in the IA's opinion, seriously unbalanced or front-loaded, the IA may require the Bidder to provide written clarifications, including detailed price analyses to demonstrate the consistency of the prices with the scope of Works, proposed methodology, and schedule. After evaluating the detailed price analyses, the IA may as appropriate:

- a. accept the Bid;
- b. require that the total amount of the performance security be increased, at the expense of the Bidder, to a level not exceeding twenty percent (20%) of the contract price; or
- c. reject the Bid.

6.3.2 Abnormally Low Bids. An Abnormally Low Bid is one in which the Bid price, in combination with other elements of the Bid, appears so low that it raises material concerns with the IA as to the capability of the Bidder to perform the contract for the offered price.

Where the IA identifies a potentially Abnormally Low Bid, the IA shall seek written clarifications from the Bidder, including detailed price analyses of its Bid price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities, and any other requirements of the request for bids document.

If, after evaluating the price analyses, the IA determines that the Bidder has failed to demonstrate its capability to deliver the contract for the offered price, the IA shall reject the Bid.

6.3.3 Most Advantageous Bid. The IA shall award the contract to the Bidder offering the Most Advantageous Bid, in accordance with the applicable selection method.

The Most Advantageous Bid is the Bid of the Bidder that meets the qualification criteria and whose Bid has been determined to be:

- a. substantially responsive to the request for bids document; and
- b. the lowest evaluated cost.

In case of goods wherever possible, the evaluation of cost should be based on Life Cycle Costing of the asset.

6.3.4 Performance Security. Contracts for Works and Plant shall require security in an amount sufficient to protect the IA in case of breach of contract by the contractor. This security shall be provided in an appropriate amount, as specified in the request for bids document. The amount of the security may vary, depending on the type of security furnished and the nature and magnitude of the Works or facilities. Normally, the amount for bank guarantees should not exceed ten percent (10%) of the contract price unless the commercial practice for the industry recommends a different percentage. A portion of this security shall extend sufficiently beyond the date of completion of the Works or facilities to cover the defects liability or maintenance period up to final acceptance by the IA.

In contracts for the supply of Goods, the need for performance security depends on the market conditions and commercial practice for the particular kind of Goods. To protect against non-performance of the contract, firms may be required to provide a security in an appropriate and reasonable amount, specified by the IA in the request for bids document.

Performance securities shall be in an appropriate form, acceptable to the Bank, as specified by the IA in the request for bids document. Bidders shall be allowed to submit a performance

security directly issued by the reputable bank or financial institution (insurance, bonding or surety company), of their choice, located in the country.

6.3.5 Liquidated Damages and Bonus Clauses. Time for contract completion/ delivery period shall be specified. Provisions for liquidated damages or similar provisions in an appropriate amount shall be included in the conditions of contract when delays in the delivery of Goods, completion of Works, or failure of the Goods, Works, and Non-consulting Services to meet performance requirements would result in extra cost or loss of revenue or other benefits to the IA.

Provision may also be made for a bonus to be paid to contractors for completion of Works or delivery of Goods ahead of the times specified in the contract, when an earlier completion or delivery would be of benefit to the IA.

6.3.6 Price Adjustments. The contract shall state either that:

- a. contract prices shall be fixed; or
- b. the contract price adjustments will be made to reflect any changes in major cost components of the contract, such as labor and materials.

Price adjustment provisions are usually not necessary in simple contracts involving delivery of Goods, or completion of Works and Non-consulting Services within eighteen (18) months, but are included in contracts that extend beyond eighteen (18) months. Contracts of shorter duration (less than 18 months), may also include similar provisions for price adjustments when local or foreign inflation is expected to be high. Prices are adjusted by using applicable official price indices. Where such indices are not available, they may be derived from appropriate documented sources.

The formula, the applicable price indices, and the base date for application shall be clearly defined in the contract. The contract shall also have appropriate provisions for treatment of the impact on a contract change in laws and regulations in the IA's country, if after 28 days prior to the date of Bid submission, that subsequently affects the contract completion period/delivery date and/or the contract price.

6.3.7 Rejection of Bids. Rejection of all Bids is justified, when:

- a. effective competition is lacking;
- b. all Bids are not substantially responsive to the requirements of the bid documents;
- c. the Bids' prices are substantially higher than the updated cost estimate or available budget; or
- d. none of the technical bids meets the minimum technical qualifying score.

Lack of competition shall not be determined solely on the basis of the number of Bidders. Even when only one Bid is submitted, the process may be considered valid, if:

- a. the procurement was satisfactorily advertised;
- b. the qualification criteria were not unduly restrictive; and
- c. prices are reasonable in comparison to market values.

If the IA rejects all Bids, the IA shall review the causes justifying the rejection of all Bids and make appropriate revisions to the PPSD, and request for bids document before requesting new Bids.

The Borrower shall not reject all Bids and invite new Bids using the same request for bids document solely to obtain lower prices. If the Most Advantageous Bid exceeds the IA's updated cost estimates by a substantial margin, the IA shall analyse the causes for the discrepancy and consider requesting new Bids. Alternatively, the IA may negotiate with the Bidder with the Most Advantageous Bid to try to obtain a satisfactory contract through a reduction in the scope and/or a reallocation of risk and responsibilities that can be reflected in a reduced contract price. However, a substantial reduction in the scope or a modification to the contract documents may require rebidding.

6.3.8 Bid Security. For the procurement of Goods, Works, or Non-consulting Services, IAs may require a Bid security. Such a security shall be in the amount and form specified in the request for bids document and shall remain valid for a period sufficient to provide reasonable time for the IA to act if the security is to be called upon. This period is generally four (4) weeks beyond the validity period for the Bids. The Bid securities of unsuccessful Bidders shall be released once the contract is signed with the successful Bidder.

Bid securities shall be issued by a reputable bank, or a non-bank financial institution (such as an insurance, or bonding or surety company), located in the country, selected by the Bidder. Bidders shall be allowed to submit Bid securities in the form of bank guarantees directly issued by the bank of their choice located in the country.

In place of a Bid security, the IA may require Bidders to sign a Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.

6.3.9 Bid Validity. The Bid validity period specified in the request for bids document shall be sufficient to enable the Borrower to:

- a. complete the comparison and evaluation of Bids;
- b. obtain necessary approvals within the IA's entity; and
- c. award the contract.

CHAPTER 7: REQUEST FOR QUOTATIONS (RFQ) METHOD UNDER NATIONAL MARKET APPROACH

Request for Quotation (As per Section 6.7 of Regulations)	
RFQ Method	Request for Quotation may be used for comparing price quotations obtained through open competition or through limited competition with a minimum of three offerors, to assure competitive prices.
Where best suited?	It is an appropriate method for procuring urgent requirements of limited quantities of readily available, off-the-shelf items of goods or standard specification commodities of small value (less than equivalent to US\$100,000) when more competitive methods are not justified on the basis of cost and efficiency.
Use of GeM	<p>Use of Government e-Marketplace will be allowed in lieu of RFQ as per following details:</p> <ol style="list-style-type: none"> Up to INR 50,000 in catalog mode (viz. any available item could be selected by Implementing Agency without further competition), provided selected Item/Supplier meeting the requisite quality, specification and delivery period. Up to INR 3 Million from the Supplier having lowest price amongst at least three suppliers meeting the requisite quality, specification and delivery period. The tools for online bidding and online reverse auction available on GeM may be used by the Purchaser. Up to INR equivalent of US\$ 100,000 from the supplier having lowest price and meeting the requisite quality, specification and delivery period after mandatorily obtaining bids from at least three suppliers, using online bidding or reverse auction tool provided on GeM. While making use of GeM portal, the borrower shall make use of Special Terms and Conditions meant for World Bank financed projects. https://assets-bg.gem.gov.in/resources/pdf/STC%20for%20World%20Bank%20funded%20contracts.pdf
Important aspects of RFQ	<ul style="list-style-type: none"> - RFQ for goods, works and non-consultancy services shall indicate the items to be supplied with quantities/ description of works, specifications/ drawings for the items and the required delivery period, warranty required, the method of evaluation, the date and time by which the quotations should be submitted; - Rates quoted should be fixed for the duration of the contract and shall not be subject to adjustment on any account; - The prices shall be quoted in Indian Rupees only; - Each bidder shall submit only one quotation; - Quotation shall remain valid for a period as specified in the RFQ; - All duties, taxes and other levies payable on the raw materials and components shall be included in the total price; - Applicable taxes (GST) in connection with the sale shall be shown separately; - If the quotations are called for more than one item, it should also be indicated in the RFQ whether the evaluation would be for each item separately or as a package of all items together; - A reasonable period of 7 to 15 days is usually provided for the suppliers to submit the quotations; - Minimum three quotations from different bidders to ensure competition; - Public opening of quotations may be done wherever possible to ensure transparency; - Evaluation of quotations shall be carried out as per terms and conditions specified in the

RFQ;

- Purchase order shall be issued to the selected supplier, and must include: Description, specification/ drawing and quantity along with price; Delivery period; Terms of delivery, station of dispatch or free delivery to the consignee; Payment terms.

CHAPTER 8: DIRECT SELECTION METHOD

Direct Selection: (As per section 6.8-6.10 of Procurement Regulations)	
Direct Selection	Proportional, fit-for-purpose, and VfM considerations may require a direct selection approach: that is, approaching and negotiating with only one firm. This selection method may be appropriate when there is only one suitable firm or there is justification to use a preferred firm.
Where best suited?	<p>Direct selection may be appropriate under the following circumstances:</p> <ol style="list-style-type: none"> a. an existing contract, including a contract not originally financed by the Bank, for Goods, Works, or Non-consulting Services, awarded in accordance with procedures acceptable to the Bank, may be extended for additional Goods, Works, or Non-consulting Services of a similar nature, if: <ol style="list-style-type: none"> (i) it is properly justified; (ii) no advantage could be obtained through competition; and (iii) the prices on the extended contract are reasonable; b. there is a justifiable requirement to re-engage a firm that has previously completed a contract, within the last 12 months, with the IA to perform a similar type of contract. The justification shall show that: <ol style="list-style-type: none"> (i) the firm performed satisfactorily in the previous contract; (ii) no advantage may be obtained by competition; and (iii) the prices for the direct contracting are reasonable; (iv) the procurement is of both very low value and low risk, as agreed in the Procurement Plan; c. the procurement is of both very low value and low risk, as agreed in the Procurement Plan; d. the case is exceptional, for example, in response to Emergency Situations; e. standardization of Goods that need to be compatible with existing Goods may justify additional purchases from the original firm, if the advantages and disadvantages of another brand or source of equipment have been considered on grounds acceptable to the Bank; f. the required equipment is proprietary and obtainable from only one source; g. the procurement of certain Goods from a particular firm is essential to achieve the required performance or functional guarantee of an equipment, Plant, or facility; h. the Goods, Works, or Non-consulting Services provided in the IA's country by an SOE, university, research center or institution of the IA's country are of a unique and exceptional nature; or i. direct selection of UN Agencies.
Important aspects of using Direct Selection	<p>In all instances of direct selection, the IAs shall ensure that:</p> <ol style="list-style-type: none"> a. the prices are reasonable and consistent with the market rates for items of a similar nature; and b. the required Goods, Works, or Non-consulting Services are not split into smaller-sized procurement to avoid competitive processes.

CHAPTER 9: SELECTION OF CONSULTANCY SERVICES

9.1 General Definitions

The expression “Consultancy Services” defines services of an intellectual and advisory nature provided by the Consultants using their professional skills to study, design and organize specific projects, advise clients, conduct training and transfer knowledge. Consultants are engaged for the following reasons:

- (i) Consultant offer more efficient allocation of resources by providing specialized services for limited amounts of time without any obligation of permanent employment on the part of Client.
- (ii) Consultant, engaged for their superior knowledge, transfer skills and upgrade the knowledge base of their clients while executing the assignment. Knowledge transfer from Consultants to Client forms an important part of the assignment.
- (iii) Consultants can offer independent advice to their client on the most suitable approaches, methodologies, and solution for their projects.

9.2 Selection Procedure

The steps involved in the selection of a Consultant for any consultancy services refer to:

- a. Preparation of Terms of References (TOR)
- b. Preparation of cost Estimate and Budget of the assignment
- c. Advertising for wide publicity for seeking expression of interest (EOI)
- d. Preparation of short listing of Consultants for the assignment
- e. Preparation and issue of the Request for Proposal (RFP) containing Letter of Invitation, Information to Consultants and Proposed Contract
- f. Receipt of Proposal from Consultants
- g. Evaluation of technical proposal: consideration of quality
- h. Evaluation of financial proposal: cost evaluation
- i. Combined evaluation of quality and cost; and
- j. Negotiation (in conformance to provisions of World Bank Procurement Regulations)
- k. Notification of intention to Award and standstill period, if applicable.
- l. Award of the contract to the selected firms;
- m. Publication of award on website and debriefing of unsuccessful consultants.

Table.Applicable Procurement Step for Approved Selected Method

Aspect	QCBS	FBS	LCS	QBS	CQS	SSS
Prepare ToR	√	√	√	√	√	√
Prepare Cost Estimate	√	√	√	√	√	√
Advertise for EOIs (2 weeks)	√	√	√	√	√	X
Prepare Shortlist of top 5 to 8 firms	√	√	√	√	Best Firm Shortlisted	X
Prepare and Issue RFP to 5 to 8 firms (4 weeks)	√	√	√	√	Issued to 1 firm	X
Technical evaluation and rejection below pass mark	√	√	√	√	√	X
Financial Evaluation and combined scores	√	Highest Technical Scoring Proposal within Budget	L1	Highest Technical Scoring	X	X
Cost & Units Negotiated for Award	X	X	X	√	√	√
Contract Negotiations (Non-Financial)	√	√	√	√	√	√
Award of Contract	√	√	√	√	√	√

CHAPTER 10 : APPROVED SELECTION METHODS FOR CONSULTANCY SERVICES

10.1 Approved Selection Methods

Following are approved selection method for selection of for Consulting firm: as per “Procurement Regulations”:

- A. Quality Cost Based Selection (QCBS);
- B. Fixed Budget Based Selection (FBS);
- C. Least Cost Based Selection (LCS);
- D. Quality Based Selection (QBS);
- E. Consultant’s Qualifications Based Selection (CQS); and,
- F. Direct Selection.

Selection Methods	Description
Quality and Cost-based Selection	QCBS is a competitive process among Shortlisted consulting firms under which the selection of the successful firm takes into account the quality of the Proposal and the cost of the services. The request for proposals document shall specify the minimum score for the technical Proposals. The relative weight to be given to the quality and cost depends on the nature of the assignment. Among the Proposals that are responsive to the requirements of the request for proposals document and are technically qualified, the Proposal with the highest combined (quality and cost) score is considered the Most Advantageous Proposal.
Fixed Budget-based Selection	Like QCBS, FBS is a competitive process among Shortlisted consulting firms under which the selection of the successful firm takes into account the quality of the Proposal and the cost of the services. In the request for proposals document, the cost of services is specified as a fixed budget that shall not be exceeded. FBS is appropriate when: <ol style="list-style-type: none"> a. the type of Consulting Service required is simple and can be precisely defined; b. the budget is reasonably estimated and set; and c. the budget is sufficient for the firm to perform the assignment. The request for proposals document specifies the budget and the minimum score for the technical Proposals. The Proposal with the highest technical score that meets the fixed budget requirement is considered the Most Advantageous Proposal.
Least Cost-based Selection	Similar to QCBS, LCS is a competitive process among Shortlisted consulting firms under which the selection of the successful firm takes into account the quality of the Proposal and the cost of the services. LCS is generally appropriate for assignments of a standard or routine nature (such as engineering designs of non-complex Works), for which well-established practices and standards exist.

	<p>The request for proposals document specifies the minimum score for the technical Proposals. Among the Proposals that score higher than the minimum technical score, the Proposal with the lowest evaluated cost is considered the Most Advantageous Proposal.</p> <p>Refer chapter 11 of this manual for details.</p>
<p>Quality-based Selection</p>	<p>Under QBS, the Proposal quality is evaluated without using cost as an evaluation criterion. If the request for proposals requests both technical and financial Proposals, the financial Proposal of only the highest technically qualified firm is opened and evaluated to determine the Most Advantageous Proposal. However, if the request for proposals document requests only technical Proposals, the firm with the highest-ranked technical Proposal is invited to submit its financial Proposals for negotiations.</p> <p>QBS is appropriate for the following types of assignments:</p> <ol style="list-style-type: none"> a. complex or highly specialized assignments for which it is difficult to define precise TOR and the input required from the firm, and for which the Borrower expects the firm to demonstrate innovation in its Proposals; b. assignments that have a high downstream impact; and c. assignments that can be carried out in substantially different ways, so that Proposals will not be comparable.
<p>Consultant's Qualification-based Selection</p>	<p>The Borrower shall request expressions of interest (REOI), by attaching the TOR to the REOI. At least three qualified firms shall be requested to provide information about their relevant experience and qualifications. From the firms that have submitted an EoI, the Borrower selects the firm with the best qualifications and relevant experience and invites it to submit its technical and financial Proposals for negotiations. Advertisement of REOs is not mandatory.</p> <p>CQS is appropriate for small assignments or Emergency Situations in which preparing and evaluating competitive Proposals is not justified.</p> <p>Refer chapter 12 of this manual for details.</p>
<p>Direct Selection</p>	<p>Proportional, fit-for-purpose, and VfM considerations may require a direct selection (single-source or sole-source selection), approach, that is: approaching and negotiating with only one firm. This selection method may be appropriate when only one firm is qualified, a firm has experience of exceptional worth for the assignment, or there is justification to use a preferred firm.</p> <p>Refer chapter 13 of this manual for details.</p>

10.2 Selection Procedures for Consulting Firms

10.2.1 Shortlist. The preparation of a Shortlist of firms to provide Consulting Services is required for all selection methods except CQS and Direct Selection. The Borrower prepares the Shortlist of firms that have expressed interest and have the relevant experience and managerial and organizational capabilities for the assignment.

The Shortlist shall include not fewer than five (5) and not more than eight (8) eligible firms. The Bank may agree to Shortlists comprising a smaller number of firms when not enough qualified firms have expressed interest in the assignment, not enough qualified firms could be identified, or the size of the contract or the nature of the assignment does not justify wider competition.

The following is not normally be included in the same Shortlist with private sector firms:

- a. UN Agencies; or
- b. SOEs or institutions and not-for-profit organizations (such as NGOs, and universities), unless they operate as commercial entities that meet the requirements of Paragraph 3.23 b.

If such entities are included in the list, the selection should normally be made using QBS or CQS. The Shortlist shall not include individual Consultants.

10.2.2 Request for Proposals. The Shortlisted firms are invited to respond to the request for proposals document using one of the approved selection methods. In determining the right selection method for Consultants, quality aspects are particularly critical. Selection based on lowest price only may not deliver the best VfM.

10.3 Market Approach Options

Open Competition	Limited Competition	Approaching the International Market	Approaching the National Market
<p>An open competitive approach to market provides all eligible prospective firms or individual Consultants with timely and adequate advertisement of a Borrower’s requirements and an equal opportunity to provide the required Consulting Services.</p> <p>Open, competitive procurement approaches, including the advertisement for EoI, is the preferred approach for Bank-financed selection of Consultants.</p>	<p>Limited competition is competitive selection in which the Borrower prepares a Shortlist without advertisement.</p> <p>It may be appropriate when there are only a limited number of qualified Consultants that can carry out the subject assignment, or other justifiable exceptional reasons.</p> <p>Borrowers shall seek EoIs from a list of potential Consultants that is broad enough to ensure adequate competition.</p>	<p>An open international competitive procurement/selection market approach, with mandatory international advertisement in accordance with the Procurement Regulations, is used when the participation of foreign firms is most likely to achieve the best fit-for-purpose and VfM. An international market approach is mandatory for all consultancy assignments of value more than USD 800K and optional under this threshold.</p>	<p>As agreed in the Procurement Plan, national selection through advertisement in the national media/press may be used when the nature, scope, and/or value of the Consulting Services is unlikely to attract foreign competition and there are adequate qualified national Consultants to carry out the assignments.</p> <p>If foreign Consultants wish to participate in national selection, they may do so. When approaching the national market, the country’s own procurement procedures may be used as specified in Paragraphs 5.3 to 5.6 of Section V of the World bank Procurement Regulations</p>

10.4 Approved Selection Methods for Individual Consultants.

Individual Consultants are selected for an assignment for which:

- a. a team of experts is not required;
- b. no additional home office professional support is required; and
- c. the experience and qualifications of the individual are of paramount requirement.

When coordination, administration, or collective responsibility may become difficult because of the number of individuals, it is advisable to employ a firm. When qualified individual Consultants are unavailable or cannot sign a contract directly with a Borrower because of a prior agreement with a firm, the Borrower may invite firms to provide qualified individual Consultants for the assignment. In all cases, individual Consultants selected to be employed by the Borrower shall be the most experienced and best qualified among the candidates, and shall be fully capable of carrying out the assignment. The evaluation shall be based on the relevant qualifications and experience of the individual Consultant.

10.4.1 Open Competitive Selection of Individual Consultants. Advertisement through REOs is encouraged, particularly when the Borrower does not have knowledge of experienced and qualified individuals, or of their availability, the services are complex, there is potential benefit from wider advertising, or advertising is mandatory under national law.

REOs shall include complete TOR. Individual Consultants are selected from those that expressed interest in response to a REoI.

10.4.2 Limited Competitive Selection of Individual Consultants. When the Borrower has knowledge of experienced and qualified individuals and their availability, instead of issuing a REoI, it may invite those individual Consultants that it deems qualified to provide the required Consulting Services. The complete TOR shall be sent with the invitation. Individual Consultants shall be selected from those that expressed interest in response to the invitation.

10.4.3 Direct Selection of Individual Consultants. Individual Consultants may be selected on direct selection basis, with due justifications, under the following circumstances:

- a. tasks that are a continuation of previous work that the individual Consultant has carried out after being selected competitively;
- b. assignments with a total expected duration of less than six months;
- c. urgent situations; or
- d. when an individual Consultant has relevant experience and qualifications of exceptional worth to the assignment.

CHAPTER 11: QUALITY AND COST BASED SELECTION (QCBS) METHOD FOR SELECTION OF CONSULTANCY FIRM

Key steps involved in selection of consultancy firm using Quality and Cost Based Selection (QCBS) is provided below:

Quality and Cost Based Selection (QCBS): (As per section 7.3 of Procurement Regulations)	
Terms of Reference (TOR)	The scope of the services described in the TOR shall be compatible with the available budget. A well-defined ToR should be prepared specifying the services to be provided on following lines: (i) Background information, (ii) A precise Statement of objectives, (iii) An outline of the tasks to be carried out, (iv) Expected input of key professionals [number of experts, kind of expertise required, estimated man-months; (v) A time schedule for completion of tasks, (vi) Reports/deliverables required from the consultant; (vii) The support / inputs provided by the Procuring Entity, (viii) Composition of Review Committee to monitor consultants work (ix) List of key personnel whose CV and experience would be evaluated; (x) duration of the contract.
Cost Estimates or Budget	Based on assessment of the resources needed to carry out the assignment, staff time, logistical support, and physical inputs. Costs shall be divided into three broad categories, (i) fee or remuneration, (ii) reimbursable, and (iii) miscellaneous expenses. While preparing cost estimates, scope of services required to complete the assignment indicated in the TOR shall be considered.
Contract Strategy	Decide contracting strategy viz going for lump-sum or time-based contract ³ , individual vs. firm, advertising vs. internal short listing, terms of payment etc.
Advertising	Seeking Expression of Interest shall be published in at least one national daily of wide circulation, on a widely used website or electronic portal with free open access, and on the official website for wider dissemination.
Shortlisting	Expressions of interest received shall be evaluated based on the relevant qualifications and experience specified in the advertisement, to arrive at shortlist of the consultants. The shortlists shall comprise of 5 to 8 firms so that at the proposal stage, there is adequate competition among the Consultants.
Request for Proposal	Proposals from the shortlisted firms will be sought in two stage two envelope system i.e., technical proposal in one envelope and financial proposal in another envelope. Standard RFP document of the Bank shall be

³ **Lump Sum**- These contracts are used for assignments like Feasibility Studies, Environmental Studies, Detailed design of a standard structure etc., in which the content and the duration of the work is clearly defined. Payment is made upon delivery of outputs.

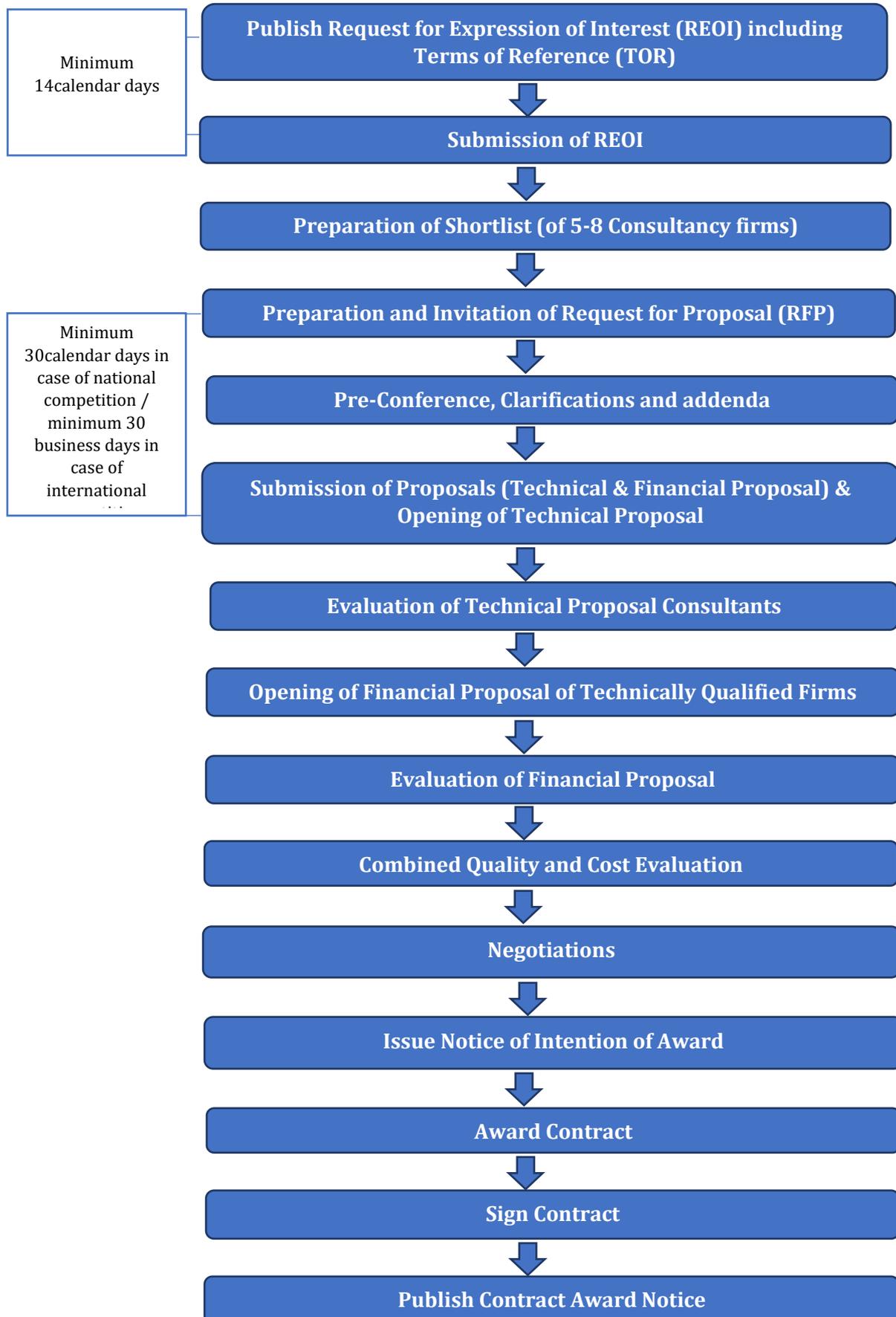
Time Based - these contracts are used for assignments in which it is difficult to define the scope and the duration of the work to be performed. Payment is based upon an hourly, daily, or monthly rate, plus reimbursable expenses using actual expenses or agreed-upon unit prices. This type of contract provides for a maximum total payable amount that includes a contingency for unforeseen work and duration, price adjustments etc. Examples of Time Based contracts include Preparation of data, Complex Studies, Supervision of construction of civil works, Training assignments, Advisory services etc.

	used.
Evaluation of Proposal	A Technical Evaluation committee ⁴ comprising of minimum 3 to 5 members shall be formed to open and evaluate the proposals received from the firms. The evaluation of the proposals shall be carried out in two stages: first the quality, and then cost. The technical evaluation committee members shall evaluate the proposals individually and submit the report in the prescribed format, clearly indicating strengths and weakness of each proposal. The evaluation shall be carried out in compliance to the terms and conditions outlined in the RFP document. The IA shall prepare the technical evaluation report (TER) in the prescribed format. Financial proposals shall be kept in safe custody until the technical evaluation is concluded. On completion of technical evaluation, financial proposals of all technically disqualified (those who have not scored the minimum pass score as mentioned in the RFP) offers shall be returned unopened.
Combined Evaluation	The combined evaluation of successful bids would be done by assigning 75 or 80% weight to the technical score and 25 or 20% to the financial (application of weight for commercial offer will depend on the method used and the nature of the assignment). The consultant scoring the highest marks will be recommended by the committee for award of work and invited for negotiations as per the terms and conditions of the RFP document.
Negotiations	It may be necessary to conduct negotiations with the selected consultant on the TOR, the methodology, staffing, Department's inputs, and special conditions of the contract. The firm obtaining the highest total combined score should be invited for negotiations ⁵ and discussions. These discussions shall not substantially alter the original TOR or the terms of the contract, lest the quality of the final product, its cost, and the relevance of the initial evaluation be affected.
Rejection of All proposals, and Re-invitation	Rejection of all proposals and re-inviting new proposals, shall be referred to the competent authority at the project level (and shall be subjected to Bank's No Objection in case of Prior review contracts).
Confidentiality	Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the transmission of notice of intention to award of contract by IA.

⁴ The Technical Evaluation Committee shall consist of only relevant subject matter experts nominated by the Competent Authority

⁵ In methods where price is a factor of the selection (QCBS, FBS and LCS), no negotiations can be held on unit rates. Based on the final negotiated ToR and contract, an award is made to the selected agency.

Flowchart: Procurement Steps: Quality and Cost Based Selection (QCBS) Method



CHAPTER 12: CONSULTANT'S QUALIFICATIONS BASED SELECTION (CQS) METHOD FOR SELECTION OF CONSULTANCY FIRM

Key steps involved in selection of consultancy firm using Consultant's Qualifications based Selection (CQS) method is provided below:

Consultant's Qualifications Based Selection (CQS): (As per section 7.11-7.12 of Procurement Regulations)	
Terms of Reference (TOR)	Same as QCBS method.
Cost Estimates or Budget	Same as QCBS method.
Contract Strategy	Same as QCBS method.
Request Expression of Interest (REOI)	<p>Seek expressions of interest by attaching the TOR to the REOI⁶ either through open or limited competition.</p> <p>At least three qualified firms shall be requested to provide information about their relevant experience and qualifications.</p>
Submission of proposal	From the firms that have submitted an EoI, the IA selects one firm with the best qualifications and relevant experience and invites it to submit its technical and financial Proposals for negotiations.
Negotiations	Negotiations on both technical and financial aspects of the proposal may be done, and minutes of negotiations shall be prepared.
Contract Award	If negotiations with the selected firm is successful, contract shall be awarded.

⁶Advertisement of REOI is not a mandatory requirement.

CHAPTER 13: DIRECT SELECTION METHOD FOR SELECTION OF CONSULTANCY FIRM

Direct Selection: (As per section 7.14 of Procurement Regulations)	
Direct Selection	Proportional, fit-for-purpose, and VfM considerations may require a direct selection (single-source or sole-source selection), approach, that is: approaching and negotiating with only one firm. This selection method may be appropriate when only one firm is qualified, a firm has experience of exceptional worth for the assignment, or there is justification to use a preferred firm.
Where best suited?	<p>Direct selection may be appropriate under the following circumstances:</p> <ol style="list-style-type: none"> an existing contract for Consulting Services, including a contract not originally financed by the Bank but awarded in accordance with procedures acceptable to the Bank, may be extended for additional Consulting Services of a similar nature, if it is properly justified, no advantage may be obtained by competition, and the prices are reasonable; for tasks that represent a natural continuation of previous work carried out by a Consultant within the last 12 months, where continuity in the technical approach, experience acquired, and continued professional liability of the same Consultant may make continuation with the initial Consultant preferable to a new competition, if performance has been satisfactory in the previous assignment(s); there is a justifiable requirement to reengage a firm that has previously completed a contract with the Borrower to perform a similar type of Consulting Service. The justification shows that the firm performed satisfactorily under the previous contract, no advantage may be obtained by competition, and the prices are reasonable; the procurement is of both very low value and low risk, as agreed in the Procurement Plan; in exceptional cases, for example, in response to Emergency Situations; only one firm is qualified, or one firm has experience of exceptional worth for the assignment; the Consulting Services provided in the Borrower's country by an SOE, university, research center, or institution of the Borrower's country are of a unique and exceptional nature; or direct selection of UN Agencies.
Important aspects of using Direct Selection	<p>In all instances of direct selection, the Borrower shall ensure fairness and equity, and shall have in place procedures to ensure that:</p> <ol style="list-style-type: none"> the prices are reasonable and consistent with the market rates for services of a similar nature; and the required Consulting Services are not split into smaller-size procurements to avoid competitive processes.

CHAPTER 14: TYPES OF CONTRACTS

14.1 Particular Types of Contractual Arrangements

14.1.1 Lump-Sum Contracts.

Under a lump-sum contract, the contractor/consultant agrees to perform the scope of services for a fixed contract amount. Payment percentages or amounts may be linked to the completion of contractual milestones or determined as a percentage of the value of the work to be done.

Lump-sum contracts may be appropriate when:

- a. the scope of the procurement activity can be clearly and accurately specified and can be linked to milestone payments at the time of selection (e.g., simple civil Works, Consulting Services with clearly identifiable deliverables); and
- b. the contractor is responsible for delivering the completed Works, Plant, or pre-built information technology solutions, as in turnkey contracts, and can be paid on a lump-sum basis per contractual milestones.

14.1.2 Time Based Contracts.

Under time-based contracts, the payment is made on the basis of agreed rates and time spent, plus reasonable incurred reimbursable expenses.

These types of contractual arrangements may be used for:

- a. Emergency Situations, and repairs and maintenance work; or
- b. Consulting Services, when it is difficult to define or fix the scope and duration of the services (e.g., complex studies, supervision of construction, advisory services).

This type of contract is not appropriate for Goods or Plant.

14.1.3 Admeasurement - Contract based on Unit Prices.

This type of contract is based on estimated quantities of items and contractual unit prices for each of these items, and is paid on the actual quantities and contractual unit prices.

This type of contract is appropriate for Works, when the nature of the work is well defined, but the quantities cannot be determined with reasonable accuracy in advance of construction, as in roads or dams.

For Goods and Non-consulting Services, this type of contract is appropriate when the required quantities are known and unit prices are sought from Bidders.

14.1.4 Reimbursable-cost Contracts.

Under reimbursable-cost contracts, payments cover all actual costs, plus an agreed fee to cover overhead and profit.

These types of contracts may be appropriate for circumstances such as emergency repairs and maintenance work. To minimize risk to the IA:

- a. the contractor makes all records and accounts available for inspection by the Borrower or by some agreed neutral third party; and
- b. the contract includes appropriate incentives to limit costs.

14.1.5 Framework Agreements.

A framework agreement (FA) is an agreement with one or more firms that establishes the terms and conditions that will govern any contract awarded during the term of the FA (a call-off contract). The terms and conditions will usually include the fee rate, charge rate or pricing mechanism. FAs may be established for the anticipated procurement of Goods, Works, or Non-consulting Services, as and when required, over a specified period of time. An FA does not commit either party to procure or supply. Once established, a FA provides a fast and efficient way to procure Goods, Works or Non-consulting Services. A multi-supplier FA allows a Borrower to select from a number of firms, helping to ensure that each procurement represents best value for money.

FAs may be appropriate for the procurement of Goods, Works, or Non-consulting Services under the following circumstances:

- a. frequent reordering is based on the same, or similar requirements, or set of specifications;
- b. where different entities of the Borrower procure the same Goods, Works, or Non-consulting Services, and aggregating the demand could lead to volume discounts;
- c. planning for Emergency Situations; or
- d. no single firm is considered to have sufficient capacity.

14.1.6 Performance-based Contracts.

Performance-based contracts are contractual relationships in which payments are made for measured outputs (performance targets), instead of inputs. The outputs aim at satisfying functional needs in terms of quality, quantity, and reliability. Payment is made in accordance with the quantity of outputs delivered, subject to their delivery at the level of quality required. Reductions from payments, or retentions, may be made for lower-quality level of outputs and, in certain cases, premiums may be paid for higher quality level of outputs. The Contractor is free to propose the most appropriate solution, based on mature and well-proven experience, and shall demonstrate that the level of quality specified in the request for bids/request for proposals documents will be achieved. Performance Based procurement may involve:

- a. the provision of Non-consulting Services to be paid on the basis of outputs;
- b. design, supply, construction (or rehabilitation), and commissioning of a facility to be operated by the Borrower; or
- c. design, supply, construction (or rehabilitation) of a facility, and provision of non-consulting services for its operation and maintenance for a defined period of years after its commissioning.

CHAPTER 15: PROCUREMENT RELATED COMPLAINTS

15.1 Procurement-related Complaints

Procurement-related complaints may challenge:

- c. The IA's selection documents, including: prequalification, initial selection, request for bids, requests for proposals documents;
- d. the IA's decision to exclude an Applicant/Bidder/Proposer/Consultant from a procurement process prior to award; and/or
- e. the IA's decision to award the contract following transmission of unsuccessful Bidder/Proposer/Consultant in the Notice of Intention to Award.

Complaints shall be submitted to the IA in a timely manner. Timeliness, in both the submission of Complaints and their resolution, is of critical importance in order to avoid undue delay and disruption in the project of which the procurement is a part.

The IA shall give prompt and fair consideration to each Complaint. If such Complaints relate to contracts subject to prior review by the Bank, they shall be shared by the IA with the Bank in order to determine an appropriate course of action.

15.2 Timeline and process for review and resolution of Complaints

Complaints are subject to the timelines and procedures set out below (refer annexure 2). The IA shall not proceed with the next stage/phase of the procurement process, including the contract award, until it has properly addressed any such Complaint.

- a. Complaints challenging the terms of prequalification/initial selection documents: request for proposals documents, and any other IA document requesting Bids, Proposals or Applications should be submitted to the IA at least ten (10) Business Days prior to the deadline for submission of Applications/ Bids/Proposals, or within five (5) Business Days after the issuing of any amended terms, whichever is later. The IA shall acknowledge In Writing the receipt of the Complaint within three (3) Business Days, and shall review the Complaint and respond to the complainant not later than seven (7) Business Days from the date of receipt of the Complaint. If as a result of the IA's review of the Complaint, the IA decides to modify the prequalification/initial selection, request for bids/ request for proposals, or other documents, the IA shall issue an addendum, and if necessary, extend the application/Bid/Proposal submission deadline.
- b. Complaints challenging the exclusion from a procurement process prior to contract award should be submitted to the IA within ten (10) Business Days following the IA's transmission to the interested party of notice of such exclusion. The IA shall acknowledge In Writing the receipt of the Complaint within three (3) Business Days, and shall review the Complaint and respond to the complainant not later than seven (7) Business Days from the date of receipt of Complaint. If as a result of the IA's review of a Complaint, the IA changes the results of the earlier stage/phase of the procurement process the IA shall promptly transmit a revised notification of evaluation results to all relevant parties advising on the next steps.
- c. Complaints following transmission of the Notification of Intention to Award the contract (or notification of intention to conclude a FA), shall be submitted to the IA within the Standstill Period. The IA shall acknowledge In Writing the receipt of the Complaint within

three (3) Business Days, shall review the Complaint and respond to the complainant, not later than fifteen (15) Business Days from the date of receipt of Complaint. If, as a result of the IA's review of a complaint, the IA changes its contract award recommendation, it shall notify the revised intent to award to all previously notified Bidders/Proposers/Consultants, and shall proceed with the contract award.

15.3 Complaints where the contract is subject to prior review

For contracts subject to prior review, the IA shall promptly inform the Bank of any Complaints received, and shall provide for the Bank's review all relevant information and documentation, including a draft response to the complainant once this is available.

If the IA's review of the Complaint results in:

- a. a modification of the prequalification/initial selection, request for bids/request for proposals, or other document;
- b. the IA's changing its decision to exclude an Applicant/ Bidder/Proposer/Consultant; or
- c. the IA's changing its contract award recommendation;

the IA shall, upon confirmation by the Bank of the satisfactory resolution of the Complaint:

- a. issue an addendum, and if necessary, extend the Application/Bid/Proposal submission deadline; or
- b. promptly transmit to the Bank a revised evaluation report.

The IA shall not proceed with the next stage/phase of the procurement process, including with awarding a contract without receiving from the Bank confirmation of satisfactory resolution of Complaint(s).

Notwithstanding the requirement above, for Complaints challenging the prequalification/initial selection/request for bids/request for proposals or other such document, or challenging exclusion prior to award, the IA should consult with the Bank about which, if any, steps in the procurement process may appropriately go forward while the Complaint is being considered.

15.4 Resolution of Complaints

In resolving a Complaint, the IA should ensure a timely and meaningful review of the Complaint, including all relevant documentation and facts and circumstances related to it. The IA shall provide sufficient information in its response to the complainant, while maintaining the confidentiality of information. A response to a Complaint should, as a minimum include the following elements:

- f. **Statement of Issues:** Specify the issues raised by the complainant that need to be addressed;
- g. **Facts and Evidence:** Specify the facts and evidence that in the IA's view, are relevant to the resolution of the Complaint. These facts and evidence should be presented as a narrative, organized around the issues;
- h. **Decision and reference to the basis for the decision:** State the decision that has been made following the review. Also, include reference to the basis for the decision e.g., Procurement Regulations, bid document for the contract in question, etc. The response should be as precise as possible in referring to the specific decision basis;

- i. **Analysis:** Provide an explanation why the basis for the decision applied to the facts/issues raised by the Complaint necessitates this particular decision. The analysis may be short as long as it is clear and identifies each question that has to be answered in order to arrive at an outcome; and
- j. **Conclusion:** State clearly the resolution of the Complaint and describe the next steps to be taken.

15.5 Roles and Responsibilities of the IA

The IA's roles and responsibilities with respect to Complaints include the following:

- a. Provide timely and sufficient information to Bidders/Proposers/Consultants, including through the Notification of Intention to Award and debriefing, so that Bidders/Proposers/Consultants can both understand the basis for the IA's decision and make an informed decision on whether to lodge a Complaint challenging that decision;
- b. Promptly acknowledge Complaints received;
- c. Resolve Complaints promptly and fairly;
- d. Preserve the confidentiality and proprietary information of other Applicants/Bidders/Proposers/Consultants, including commercial and financial information and trade secrets as requested by the Bidders/Proposers/Consultants in their Bids/Proposals;
- e. Maintain complete records of all debriefings and Complaints and their resolution;
- f. For contracts subject to prior review, inform the Bank promptly of any Complaint submitted and provide the Bank a copy of all relevant documents and information; and
- g. For contracts subject to prior review, consult with the Bank promptly and forthrightly throughout the Complaint review and resolution process.

15.6 Roles and Responsibilities of the Bank

The Bank's roles and responsibilities with respect to Complaints include the following:

- d. Ensure that any Complaint addressed to the Bank is forwarded promptly to the IA for review and resolution;
- e. In the case of prior review contracts, timely consider any action proposed by the IA, including, but not limited to, with respect to the conduct and content of a debriefing, the denial of a complaint; or the taking of action to correct the impropriety identified in the Complaint; and
- f. Except for acknowledging receipt of a Complaint, not to discuss or communicate with any Applicant/Bidder/Proposer/Consultant during the evaluation and review process, until the publication of Public Notice of Award.

ANNEXURES & FORMATES

ANNEXURE 1: SERVICE STANDARDS FOR REVIEW & CLEARANCE OF PROCUREMENT DOCUMENTS

Table 1: Goods, Works and Non-Consultancy Services

Procurement Documents submitted by ULBs for Prior Review by SPMU	Review and clearance by SPMU (in days)
RFP/RFB/RFQ	Within 7 working days
Technical bid evaluation report	Within 5 working days
Financial bid evaluation report	Within 3 working days
Draft contract	Within 3 working days
Contract amendments	Within 3 working days

Table 2: Consultancy Services

Procurement Documents submitted by ULBs for Prior Review by SPMU	Review and clearance by SPMU (in days)
Request Expression of Interest (REOI) with Terms of Reference (TOR)	With 3 working days
Shortlist of Consultants with draft Request for Proposal (RFP) document	With 5 working days
Technical Evaluation Report (TER)	With 5 working days
Combined Evaluation Report	With 3 working days
Draft contract with minutes of negotiations	With 3 working days
Contract amendments	With 3 working days

ANNEXURE 2: BUSINESS STANDARDS FOR PROCUREMENT-RELATED COMPLAINTS

For Procurement is subject to Prior Review by the World Bank

Process step	Responsible Entity	Timeframe
Complaints challenging the terms of prequalification / initial selection documents, request for bids/ request for proposals documents, or any other IA document requesting Bids/Proposals or Applications	Potential Bidders/ Proposers/ Consultants	Complaints shall be submitted at least ten (10) Business Days prior to the deadline for submission of Applications/Bids/Proposals IA shall respond not later than seven (7) Business Days from the date of receipt of complaint.
Notify Applicant/ Bidder/ Proposer/ Consultant of the basis for exclusion from consideration for a contract; rejection of Bid submitted; or intention to award.	IA	The timeframe will be specified in the respective documents governing the procurement process. As a general matter, notification should take place promptly after the IA has made the relevant determination. Upon receipt a Complaint challenging the above determination, the Borrower shall respond to the complainant not later than seven (7) Business Days after the receipt of complaint.
Complaints following transmission of the notification of the intention to award the contract shall be submitted to the IA within the Standstill Period.		Complaints should be submitted within the Standstill Period. The IA shall respond not later than 15 Business Days from the date of receipt of Complaint.
Request for debriefing.	Bidder/ Proposer/ Consultant	Within three (3) Business Days from the receipt of the IA's notification of the intention to award the contract.
Conduct debriefing when requested in a timely manner.	IA	The IA shall hold the debriefing within five (5) Business Days of receipt of the request. For all other requests for debriefing, the IA shall hold debriefing not later than fifteen (15) Business Days from the date of publication of public notice of award of contract.
Acknowledge receipt of Complaint.	IA	Within three (3) Business Days from the date of receipt of the Complaint
Forward complaint to the IA, if Complaint is submitted only to the Bank	Bank	Within three (3) Business Days from the date of receipt of the Complaint
Forward Complaint to the Bank, along with all relevant information and documentation.	IA	As soon as possible after receipt of Complaint

ANNEXURE 3: ONLINE RESOURCES

1. Latest Published Procurement Plan

<https://projects.worldbank.org/en/projects-operations/project-procurement/P168633>

2. Procurement Regulations for Investment Project Financing (IPF) Borrowers: August 2018 English

<http://pubdocs.worldbank.org/en/178331533065871195/Procurement-Regulations.pdf>

3. Standard Procurement Document and Guidance Notes

<https://www.worldbank.org/en/projects-operations/products-and-services/brief/procurement-new-framework#framework>

4. E-Learning on World Bank's New Procurement Framework

<https://wbnpf.procurementinet.org/e-learning-programs>

5. STEP Borrower Videos

<https://wbnpf.procurementinet.org/STEP-Overview>