



WEST AFRICAN HEALTH ORGANIZATION  
ORGANISATION OUEST AFRICAINE DE LA SANTE  
ORGANIZAÇÃO OESTE AFRICANA DA SAÚDE

## Call for Bids for Framework Contracts for Non-Consulting Services (Single envelope bidding process)

Bobo-Dioulasso March 25, 2024

**Contract Authority:** West African Health Organisation (WAHO)

**Country:** BURKINA FASO

**Project Name:** West African Health Organisation (WAHO)

**Title of the framework agreement:** TRAVEL AGENCY SERVICES FOR WAHO STAFF TRAVELS AND GUESTS

**ICB reference number N°ICB/ ADMI-WAHO/2024/14**

1. The West African Health Organisation (WAHO) has provided in its 2023 budget and in the procurement plan, resources to be allocated for the recruitment of travel agencies for WAHO staff travel and intends to conclude subsequent contracts (periodic purchase orders) which will be awarded under framework agreements signed with agencies selected following an international call for bids.
2. As part of these activities and several of its projects, WAHO undertakes missions in the West African sub-region and beyond which involve, but not limited to, the issuance of plane tickets for events (conferences, workshops, training and capacity building programs, project implementation, monitoring missions, etc.), itinerary setting, baggage tracking, ticket cancellation, trip re-scheduling, etc. To ensure greater efficiency and economy in the processes by securing these services always at the best value for money and within the required time frame, WAHO seeks to select three (3) among the qualified travel agencies based on a framework contract to provide these services for a period of four years subject to an evaluation of the services at the end of each year and renewable depending on performance.
3. The objective of this call for bids is to select three (3) suitable and reliable travel agencies to provide travel services to WAHO. Applicant agencies are expected to provide a professional service, understand WAHO travel regulations/procedures and take them into consideration when providing quotes. Travel agencies must be established in the sub-region and services must be provided in the most cost-effective manner possible, factoring in WAHO's interests and the welfare of its staff. The selected agencies will be expected to employ experienced travel agents with adequate qualifications and skills to support the official missions of WAHO staff at regional and international levels. Continuity of services must be ensured at all times with focal emergency personnel available for exceptional situations (stand-by mode).
4. WAHO is launching this international call for bids with a view to concluding the said framework agreements. The contracting authority (WAHO) is the sole user within the meaning of the framework agreement.



5. WAHO is inviting eligible bidders to submit protected bids for travel agency services over a four-year period.

The average volumes in terms of quantity of transactions ordered from 2020 to 2022, all categories included, are as follows:

- Economy class tickets: 2000
- Business class tickets: 200
- Vehicle rental: 10

Based on statistics from previous years, the estimated minimum and maximum average quantities per year of framework agreements are defined below:

N°	Designation	Minimum annual quantity	Maximum annual quantity
1	Economy class tickets:	2 650	5300
2	Business class tickets:	500	1000
3	Vehicle rental:	15	30

6. The Framework Agreements to be concluded will be closed single-user framework agreements with multiple providers with price comparison between the providers before the issuance of the purchase order or by direct agreement with one of the providers at the second stage (subsequent contracts: purchase orders)
- **The West African Health Organisation (WAHO)** is the sole user authorized to purchase under the Framework Agreements.
  - This call for bids (first stage) intends to conclude framework agreements with a maximum number of three (03) service providers.
  - At the end of the signing of the framework agreements for the planned duration, subsequent contracts (purchase orders) will be signed for each order with the service provider who proposed the best price among those who signed the framework agreement or by direct agreement with one of the service providers based on acceptable justification.
7. The conclusion of a framework agreement with a service provider does not impose any obligation on WAHO to order services under another contract. The concluded framework agreement does not guarantee that a service provider of the framework agreement will be awarded a subsequent contract (purchase order).
8. The current competition will be carried out as part of an international call for bids, in accordance with the ECOWAS tender code revised in September 2021.



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9. Bidders will submit a single bid (technical and financial included) for this call for tenders organized as a single lot.
10. The framework agreements shall be concluded for a four-year period, renewable from the date of entry into force indicated in the framework agreement.
11. Interested eligible bidders may contact the procurement team: [procurement@diffusion.wahooas.org](mailto:procurement@diffusion.wahooas.org) WAHO will respond to any request for clarification received no later than ten (10) calendar days before the deadline for submission of bids.
12. Any eligible candidate interested in this notice can consult and download the tender documents from April 1, 2024 at 10 a.m. GMT on the website <https://data.wahooas.org/tenders/tenders/list>
13. Offers must be written in one of the three (03) ECOWAS languages and sent electronically to the address <https://data.wahooas.org/tenders/tenders/list> no later than **May 15, 2024 by 12:00 GMT.**
14. Applicants who have submitted their offers, will communicate the password for their protected offers via the address by <https://data.wahooas.org/tenders/tenders/list>, no later than **May 15, 2024 at 12:00 GMT.**
15. Bids will be opened online, on **May 15, 2024, at 12:30 GMT** in the presence of representatives of the bidders who wish to attend by videoconference via the Microsoft Teams tool. The link to the meeting will be provided upon request to: [procurement@diffusion.wahooas.org](mailto:procurement@diffusion.wahooas.org)
16. On the date scheduled for the opening of bids, bidders could connect to the online opening session using the link received by email.
17. Bids transmitted by other means will not be opened and will be rejected.
18. Bids must remain valid for a period of 180 days from the submission deadline.
19. WAHO reserves the right to take no action on all or part of this notice of call for tenders.

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Director General