



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

**First serial of responses to clarification questions from potential bidders on the Call for International Bids (ICB) supply and installation of laboratory equipment, Reagents & Consumables for National and Regional Reference Laboratories in five ECOWAS countries (Ghana, Guinea Conakry, Guinea Bissau, Senegal and The Gambia), in 4 Lots N° ICB/PROALAB-WAHO/2024/003**

**Question 1**

We have learned that you have launched this new tender for 5 different countries, and we are interested in participating in it.

However, to our surprise, the payment conditions set out in the GCC do not correspond to the payment conditions for international tender documents.

International procurement conditions are generally in line with international trade practices, to ensure transparency, fairness and a maximum number of bidders for more competitive prices.

In this call for tenders (GC 16.1), 20% in advance and 60% after delivery in all 5 countries are hardly acceptable terms for a project of this scale in a complex region.

We have already carried out other contracts in for example Burkina Faso, Guinea Conakry, The Gambia etc., and the payment terms were always compliant.

**We would therefore be grateful if you would agree to the 60% share being on boarding against presentation of transport documents** (and not, as mentioned now, after release of the goods from customs, already in the destination countries).

Please note that international transport documents are already mentioned as required documents in GC 13.1, which seems to indicate this possibility.

For international companies, it is important that the major part of the payment is done at the latest at shipment, especially in a region with security issues. Otherwise it will be very complicated to finance this kind of projects.

As this point will determine the outcome of our participation, we would be grateful if you could inform us of this possibility as soon as possible.

**Response 1**

**Please consider this method of payment**

**(i) Advance Payment: Twenty (20) percent** of the Contract Price shall be paid through the payment method stipulated above within thirty (30) days of signing of the Contract by both parties, against submission of a satisfactory Performance Guarantee, and upon submission of a claim and a satisfactory Advance Payment Guarantee for equivalent amount valid until the Goods are delivered to the final destination(s); guarantees shall be in the form provided in the bidding documents;

**(ii) On Shipment: Sixty (60) percent** of the Contract Price of the Goods shall be paid through the payment method stipulated above with-in thirty (30) days by the Purchaser after submission of all



shipment documents, and subject to a satisfactory Performance Guarantee; together with this payment the Advance Payment Guarantee shall be released;

**(iii) On Acceptance: Twenty (20) percent** of the Contract Price of Goods and Related Services received shall be paid through the payment method stipulated above within thirty (30) days of receipt of the Goods and completion of the Related Services at the final destination(s) upon submission of claim supported by the provisional acceptance certificate issued by the Purchaser [which shall be issued by the Purchaser within fifteen(15) days from the successful distribution/installation/commission/training (whichever is the latter)], and subject to a satisfactory Performance Guarantee covering the warranty period.

The above-mentioned modifications have been taken into account in Addendum N°1 to the tender documents.

### **Question 2**

We have a question about this tender. The tender mentions the need for a local partner. Should this local partner be a regional partner or is a separate partner required for each country?

### **Response 2**

Yes, as indicated in section II Bid Data Sheet ITB 11.1 (k) page 30 and explained on page 44 in the MAINTENANCE PROPOSAL section. This is a noted criterion.

### **Question 3**

\*List of Deviations from Specifications

Q1: Not sure what you require us to include here as all items offered will meet the specifications 100%.

\*Proof of availability of a local partner company with sufficient expertise in the field of the contract (biomedical equipment, laboratory equipment, medical furniture) for foreign bidders.

### **Response 3**

Bidders are free to identify any deviations from the specifications of the equipment they are proposing or not.

Yes, as indicated in section II Bid Data Sheet ITB 11.1 (k) page 30 and explained on page 44 in the MAINTENANCE PROPOSAL section. This is a noted criterion.

### **Question 4**

The contract is for several countries (Ghana, Guinea Conakry, Guinea Bissau, Senegal and Gambia).

Q2: Do you require proof of availability of a local partner in each of these countries?

### **Response 4**

See response 2 above

### **Question 5**

ITB 14.8 (b) (i) List of Final sites

Q3: The Distribution List for Lot 2 mentions a site called CVL in Gambia. Please confirm this should read NVL as mentioned for Lot 1



### **Response 5**

CVL and NVL and all refer to the National Veterinary Laboratory

### **Question 6**

Section III. Qualification and Evaluation Criteria

\*Table 4 Experience -- 2 contracts, each of a minimum value

Q4: Can we include 2 contracts having a value of >€2.500,000 each. Would this be acceptable to cover this requirement for all 4 lots.

### **Response 6**

For each lot, at least 2 similar contracts must be presented, based on the physical size, complexity, methods and characteristics described in section VII of the tender documents.

### **Question 7**

\*Table 5 Technical Capacity, Spare Parts and Local Agent

3 Local Agent -- Bidder's must have a local agent including qualified personnel for the purpose of after sales services.

Q5: Does this mean a local agent in each country or is it also acceptable that one agent will cover 2 countries.

### **Response 7**

See response 2 above

### **Question 8**

#### **2.1 Evaluation Criteria**

*\*Maintenance Proposal*

*a) Existence of qualified representatives of manufacturers*

i. Located in the country – **Q6:** In this project, we will work with many suppliers. Do you want us to include a list showing the item number / equipment including the name of the local rep of the manufacturer.

*b) Schedule for preventive maintenance*

*The maintenance proposal must include details on the scope of work during the equipment warranty period (more than 3 years)*

**Q7:** The warranty described for the equipment in this tender is 2 years so please confirm that this should read 2 years.

*i. The proposal clearly describes the maintenance program and clearly specifies the level and period (the best offer) for each piece of equipment*

**Q8:** Can you please confirm what you mean by 'clearly specifies the level and period (the best offer) for each piece of equipment' as we do not understand what you mean by level and period.



Additionally, we cannot write a proposal for each piece of equipment.

**Q9:** Please confirm a general proposal for all equipment will be acceptable.

*c) Qualification of technicians available for maintenance and repair (CV required)*

*i. Staff with at least 5 qualified and certified technicians and/or engineers by the manufacturer*

We have more than 20 different manufacturers in this project. This means we need to provide you with >100 CVs.

**Q10:** Can you please confirm the number of CVs to include because this is impossible to do. We have a local agent in each of these countries. Would it be acceptable if we include two CVs for each country. Not sure what we should include exactly in terms of CVs.

*e) Equipment available in the country (or region) for maintenance*

*i. Available equipment for biomedical engineer for maintenance, repair and calibration (equipment tests and simulators). A list of the equipment test must be provided*

**Q11:** We do not understand this requirement. We need to let you know if the model we will offer is already available in the country ? What equipment test list should we include exactly?

**Response 8**

**Q6**

- a) This point relates to the maintenance service, for which we require the existence of a local representative (by country or region). This criterion is noted on page 44 of the tender documents in the Maintenance Proposal section.

**Q7**

- b) The warranty period varies from one to two years, depending on the equipment. The 3-year term described is poorly worded, it is a question of proposing a maintenance management strategy beyond the 2-year warranty.

Below is the list of equipment for which candidates are invited to describe the management of maintenance beyond the 2-year warranty:

L1.6: Atomic absorption spectrophotometer

L1.10: Sequencing platform

L1.11: Sequencing Sanger method, genetic analyser

L1.12: Workstation for library preparation and presequencing workflows

L2.8: Autoclave, 100L

L2.12: Automated instrument for blood culture;

L2.15: Bacterial identification system with antibiogram

L2.18: Biochemistry analyser semi-automatic

L2.25: Class III Biosafety Cabinet; L2.41: Hematology analyser

L2.52: Mass spectrometry microbial identification system

L2.88: Semi-automatic reader for antibiotic susceptibility testing in agar media

**Q8**

For preventive maintenance, indicate the frequency of intervention, and for corrective maintenance, specify the timeframe in which it will be carried out.

By level we mean the type of intervention (preventive or curative).

**Q9**

Yes, a general proposal for all equipment is acceptable.



**Q10**

On this point, please provide us with the CVs of the 5 staff described as responsible for equipment maintenance at the local representative level.

if you are providing proof of representation by country, you will need to enclose the 5 CVs of the staff for each country.

On the other hand, if you are providing regional representation to cover all 5 countries, you will need to supply the 5 CVs of the relevant staff.

**Q11**

This will involve providing a list of equipment available to the maintenance workshop.

**Question 9**

**Experience in the region**

A list of equipment reference sites in Africa or outside is to be provided

*i. 10 references or more in West Africa, minimum 3 years of experience in similar contracts*

**Q12:** You explicitly mention West Africa here. Is there a reason for this. Can this requirement be changed to Africa in general?

**Response 9**

Yes, the references have been revised as follows:

No	Description of Reference Sites	Point (max)
i.	10 references or more in Africa, minimum 3 years of experience in similar contracts	100
ii.	5 to 9 references in Africa, minimum 3 years of experience in similar con-	80
iii.	less than 5 references in Africa, minimum 3 years of experience in similar contracts	60
iv.	References outside Africa, but minimum 3 years of experience in similar contracts	40
v.	No reference on similar contracts or experience in similar contracts of less than 3 years	0

The above-mentioned modifications have been taken into account in Addendum N°1 to the tender documents.

**Question 10**

**3. Technical Specifications**

**Bidder's Technical Capacity**

*Bidder's must have at least two (2) qualified equipment technicians or engineers to be proven with CVs, certified by the manufacturer(s) where appropriate, for the purpose of installation and training, and available to support the local agent for after sales services on short notice.*

This is not in line with the requirement stated above )*i. Staff with at least 5 qualified and certified technicians and/or engineers by the manufacture*)

The scoring table you will use is very confusing because the bid documents mention different things on the same subject.



**Q13:** Could you give us a clear summary (including points) of what you expect bidders to include exactly

**Price Schedule: Goods Manufactured Outside the Purchaser's Country, to be Imported**

\*ITB 14.7 The Incoterms edition is Incoterms 2020

However, the definition of the place and date associated with “delivery” is modified as follows: (a) Under “CIP” Incoterms defines “delivery” as the place and date where risk transfers from the seller to the buyer.

\*GC 4.2 The version edition of Incoterms shall be Incoterms 2020.

\*GC 25.1 Responsibility for transportation of the Goods shall be as specified in the DDP Incoterms 2020.

**Q14:** Referring to the above paragraphs, please confirm the correct incoterm we should use here is DDP or CIP

**L1.1 Analyser for proteins and nucleic acids**

**5 Standards and Safety Requirements**

*5.1 Shall have ISO13485:2003/AC: 2007 for Medical Devices AND CE (EEC Directives) or USFDA approved product certificate.*

*5.2 Equipment safety standard should follow IEC 60601; document evidence shall be submitted for analysis and other purposes.*

This requirement is mentioned with each item.

**Q15:** Please confirm we need to include these certificates in our bid for each item or is a confirmation in the specification sheet sufficient.

**L1.4 Fluorescent detection system**

The manufacturer has changed below specification on their model:

Daily start-up: ≤15 minutes changed to <45min (including laser warm up & calibration)

Sample Temperature Control: 35° – 60°C changed to Maintains samples using the heater block at 35-55C

**Q16:** Can you confirm these two changes are acceptable. The rest of the features have increased performance of the device so they will not be a problem.

**L1.8 PCR plates, 96-well**

*3 Accessories, spares and consumables*

*4 Operating Environment*

*5 Standards and Safety Requirements*

*6 User Training*

*7 Warranty*

*8 Maintenance Service During Warranty Period*

*9 Installation and Commissioning*

*10 Documentation*

**Q17:** The above is mentioned with each item. But this does not apply to some of the items in this tender. When this is the case, can we just mention: This is not applicable to this particular item / system.

**L1.11 Sequencing Sanger method, genetic analyzer**

2.1	8-capillary and 24-capillary systems with 4-plate capacity
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**Q18:** It is either a 8 or a 24-capillary system. Please confirm which one you want us to offer.





**L3.95 Glassware drying cabinet**

**L3.167 Pipette calibration balance, 110g**

**Q19:** The specifications of these items are missing. Please check and add these.

**L2.86 Rack for microcentrifuge tubes**

**Q21:** This item seems to require an authorization form. Is this really necessary for such a low value item.

**L2.88 Semi-automatic reader for antibiotic susceptibility testing in agar media**

**Q22:** The unit you have specified has been discontinued by the manufacturer and there is no successor available. We have no idea how to meet your requirement.

**Response 10**

**1. Bidder's Technical Capacity Q13**

This provision has been deleted to avoid any confusion.  
please refer to page 44 for an explanation of the scoring system and the points reserved for Qualification of technicians available for maintenance and repair (CV required)

**2. Price Schedule: Goods Manufactured Outside the Purchaser's Country, to be Imported**

ITB 14.7 The Incoterms edition is Incoterms 2020

**Q14**

Please consider DDP Incoterms 2020

**3. L1.1 Analyser for proteins and nucleic acids: 5 Standards and Safety Requirements Q15**

Please include the various certificates in your offer

**4. L1.4 Fluorescent detection system Q16**

We confirm the technical specifications as mentioned in the tender documents. Please note any deviations on the points you have noted and we will assess them in due course.

**5. L1.8 PCR plates, 96-well Q17**

Yes, please specify if not applicable

**6. L1.11 Sequencing Sanger method, genetic analyzer Q18**

Please note that we are talking about 8 capillaries.

**7. L3.95 Glassware drying cabinet L3.167 Pipette calibration balance, 110g Q19**

Yes for missing specifications L3.95 Glassware drying cabinet L3.167 Pipette calibration balance, 110g (see addendum N°1)

**8. L2.86 Rack for microcentrifuge tubes Q21**

Yes, the L2.86 Microcentrifuge tube holder no longer requires manufacturer authorization.

**9. L2.88 Semi-automatic reader for antibiotic susceptibility testing in agar media Q22**

After verification, we confirm that the technical specifications of this equipment remain unchanged.



### **Question 11 :**

#### **3 Accessories, spares and consumables**

3.1 Bidders must specify the quantity of every item included in their offer (*including items not specified above*).

**Q23:** This will be a very time consuming job. For most items you have not mentioned any accessories in the specs (*including items not specified above*). Please confirm we can write: does not apply when the tender doc does not mention any accessories.

3.2 The bidder shall quote rates for spare parts, consumables, calibrators & controls, printer paper etc., whatever is applicable, separately and it must be valid for at least 2 years.

**Q24:** Please confirm in what format you want us to provide this list. Should we add it in the compliance sheet with each item including pricing.

### **Response 11**

#### **1. 3 Accessories, spares and consumables Q23**

When accessories are not indicated, please simply state not applicable.

#### **2. 3 Accessories, spares and consumables Q24**

Please feel free to provide the information in your own format

### **Question 12**

#### **4 Operating Environment**

4.2 Power supply: 220-240VAC, 50Hz fitted with appropriate plug. The power cable must be minimum 3 meters long.

**Q25:** Is there a reason why the power cable must be minimum 3 meters long.

This will be a very time-consuming job as we will have to check this requirement for each item.

#### **10 Documentation**

10.3 List of important spare parts and accessories with their part numbers and costing.

**Q26:** This is the same requirement as in specification mentioned under 3.2. Please confirm how to deal with this.

**Q27: Deadline Extension:** due to the holiday season, manufacturers will have limited personnel available during the month of August. Some will even be closed for 2-3 weeks. As this is a huge tender that requires a lot of information from suppliers, we ask you to extend the deadline by at least 4 weeks.

### **Response 12**

#### **1. 4 Operating Environment Q25:**

The minimum length of 3 m for the power cable is a requirement to be met.

#### **2. 10 Documentation Q26:**

Yes, this is the same requirement as in point 3.2 and has already been answered (see response 11.2 above).





### 3. Q27: Deadline Extension:

For the time being, no extension has been granted. The deadline for submission of bids set out in the tender documents is still valid.

#### **Question 14**

##### **L2.3 Analytical balance, 120 g**

2.4 Linearity 0.0002g

Linearity cannot be the same as the readability of a balance so please accept a linearity of 0.0003g

2.9 Pan size approx. 115mm

An analytical balance usually has a pan size of approx. 80mm so please accept this range for the pan size.

##### **L2.4 Analytical balance, 220g**

2.4 Linearity 0.0002g

Linearity cannot be the same as the readability of a balance so please accept a linearity of 0.0003g

2.9 Pan size approx. 90mm

An analytical balance usually has a pan size of approx. 80mm so please accept this range for the pan size.

##### **L2.67 Pipette, multichannel variable volume (12 channel; 0.5µL to 300µL)**

###### **2.3 Volume (metric): 0,5 to 300 µL**

This range does not exist for a 12-channel Pipette,. Or you want a complete set in this range

##### **L2.68 Pipette, multichannel variable volume (12 channel; 100-300µl)**

###### **2.68 Volume (metric): 100 to 300 µL**

This range does not exist for a 12-channel Pipette,. Or you want a complete set in this range

##### **L2.82 Pipette, single channel, variable volume, complete set**

2.1.6	Micropipette volume 100-1000µl – Division 1 µl – Pipette tip: 1000 µl
2.1.7	Micropipette volume 100-1000µl – Division 1 µl – Pipette tip: 1000 µlAutoclavable

These are the same. Please confirm 2.1.7 should read 500 – 5000 ul or delete one of these lines.

##### **L2.84 Precision balance, 2 kg**

2.5 Linearity 0.01g

Linearity cannot be the same as the readability of a balance so please accept a linearity of 0.03g.

2.12 Stabilization time: 1.5 sec

Is 4 seconds also an acceptable range for this feature

##### **L2.85 Precision balance, 320 g**

2.4 Linearity 0.002g

Linearity cannot be the same as the readability of a balance so please accept a linearity of 0.004g.

#### **Response 14**

##### **L2.3 Analytical balance, 120 g**

So please consider a linearity of 0.0003g

So please consider a pan size of about 80mm



#### **L2.4 Analytical balance, 220g**

So please consider a linearity of 0.0003g

So please consider a pan size of about 80mm

#### **L2.67 Pipette, multichannel variable volume (12 channel; 0.5µL to 300µL)**

##### **2.3 Volume (metric): 0,5 to 300 µL**

Please note that this item is deleted and in return the quantity of item L2.66 is increased from 2 to 4 Unit. the 2 new quantities are for the benefit of NVL.

#### **L2.68 Pipette, multichannel variable volume (12 channel; 100-300µl)**

##### **2.68 Volume (metric): 100 to 300 µL**

Please note that this item is deleted and in return the quantity of item L2.69 is increased from 2 to 4 U Unit. the 2 new quantities are for the benefit of the LFHVG.

#### **L2.82 Pipette, single channel, variable volume, complete set**

Line 2.17 is deleted

#### **L2.84 Precision balance, 2 kg**

So please consider a linearity of 0.03g

Yes 4 seconds is acceptable

#### **L2.85 Precision balance, 320 g**

So please consider a linearity of 0.004g

### **Question 15**

1. Do you confirm that the bid security can be issued by a first rank bank in Europe having a correspondent bank in Burkina Faso? No need to issue the bid security locally, through a bank located in Burkina Faso ?
2. Can we request the 60% payment at boarding instead of at delivery (was possible in your tender N°OCB/ AFDB-COVID-19-WAHO/2023/134) ?
3. Will BID opening sessions be only online or have we the opportunity to assist physically?

### **Response 15**

1. Yes, we confirm that the bid guarantee can be issued by a leading bank in Europe with a correspondent bank in Burkina Faso.
2. Yes, this is possible according to the response to the first question on page 1.
3. No, it is not possible to participate physically. Tenders will be submitted via the <https://data.wahooas.org/tenders/tenders/list> online platform and the opening session will only take place online at the scheduled date and time. Tenderers wishing to attend can use the link indicated in ITB 25.2 of Section II. Bid Data Sheet: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NGFIzME1NzgtYTRiYS00N2MwLWI5NWEtYWM5MGE3NzA2MDFk%40threa](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGFIzME1NzgtYTRiYS00N2MwLWI5NWEtYWM5MGE3NzA2MDFk%40threa)



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### **Question 16**

#### **L2.41 Hematology analyser**

*\*2.5 With PLT-F (optional)*

*\*2.6 With WPC (optional)*

The instrument comes in different configuration. Therefore we would like to know if the end users in Gambia, Guinea Bissau and Senegal really plan to do PLT-F and WPC. The specification does say “optional” for both of these. So you want these modules included in the standard configuration? It matters, because this would mean that the reagents for these should also be on-board of the unit when delivered. And adding these two modules plus reagents will have a huge impact on the price.

### **Response 16**

No, these modules must not be included in the standard configuration. These options are therefore not applicable.

### **Question 17**

**a) L2.42 ID Card for identification of anaerobic bacteria 4pcs**

**L2.43 ID Card for identification of Gram -negative bacilli 40pcs**

**L2.44 ID Card for identification of Gram -positive bacteria 40pcs**

**L2.45 ID Card for identification of Neisseria, Haemophilus etc... 10pcs**

**L2.46 ID Card for identification of yeast and yeast -like organisms 40pcs**

These ID cards come in kits of 20pcs. Can you please confirm that the quantities mentioned above refer to the number of kits that you require.

### **Response 17**

**a) Yes, we will see the quantities in the tender documents**

Yes, we confirm that each Kit includes 20 pieces.

### **Question 18**

Language of Submission clarification: According to the Call for Tenders Notification it states that tenders must be written in French, however as per WAHO PROALAB Bidding Document Instructions Section II. Bid Data Sheet, paragraph C. "Preparation of bid" (page 30/1101) ITB 10.1 states; The language of the bid is: English. All correspondence exchange shall be in the English language. Language for translation of supporting documents and printed literature is English. à Please clarify what language the bid proposal should be submitted in

### **Response 18**

Please note that the language of the tender documents is English and bidders' offers must be submitted in English.