International Call for Bids (ICB)

Invitation for Bids No: ICB/Framework/ADMI-WAHO/2026/9

Multi-year framework agreement for the provision of IT services and related services (Lots 1 to 5)

1. This Invitation for Bids follows the revised WAHO Procurement Plan for 2026, published on the WAHO website.

2. The West African Health Organisation (WAHO) has provided, in the 2026 to 2028 budgets of the ICT and HIS units (budget lines W400251 and W400563), the resources intended to fund the multi-year framework agreement for the provision of IT services and related services. Call-off contracts (purchase orders) will be funded within the limits of the approved annual budget allocations, subject to their availability.

3. WAHO invites sealed bids (submitted electronically) from eligible bidders that meet the required qualifications to provide IT services (software subscriptions and licences, IT security, domains and certificates) and related services, divided into five (5) lots, which may be awarded separately:

- Lot 1 – Microsoft 365 and cloud consumption;
- Lot 2 – Adobe subscriptions;
- Lot 3 – Cybersecurity and data protection;
- Lot 4 – Collaboration and remote support;
- Lot 5 – Domains, DNS and certificates.

Bidders may bid for one, several or all lots; they must meet the requirements specific to each lot and may be awarded more than one lot. The lots are open to authorised software resellers and managed service providers.

Variants are not permitted.

The services will be provided for the benefit of WAHO in Grand-Bassam (Côte d'Ivoire), the Organisation's headquarters, or at any other site designated in the purchase orders. Licences and subscriptions are activated on WAHO environments.

4. The framework agreement will be a closed, multi-supplier framework agreement concluded with a maximum of three (3) framework holders (suppliers) per lot, subject to a sufficient number of responsive and qualified bidders and bids. Its duration is three (3) years from its date of entry into force, subject to the necessary approvals; it is not subject to tacit renewal. During the first twenty-four (24) months (closed phase), purchase orders are awarded directly to the holders of the lot in accordance with the priority rules set out in the Special Conditions of Contract; during the last twelve (12) months, the holders of each lot are put back into competition through a simplified consultation (mini-competition) for each

call-off contract, or through an open call if circumstances so require. This renewed competition may be limited to the framework agreement holders or may admit new suppliers.

5. The procurement will be conducted through open competitive bidding as defined in the Procurement Code of the ECOWAS Institutions (Article 98 on framework agreements), and is open to all eligible bidders.

6. Interested bidders may obtain information from the WAHO Procurement Team (email: procurement@diffusion.wahooas.org) and inspect the bidding documents on the WAHO platform: https://data.wahooas.org/tenders/tenders/list from **November 10, 2026, at 10:00 a.m. UTC.**

7. The qualification requirements, detailed in the Bid Data Sheet (BDS), include in particular: (i) financial capacity (certified financial statements for the last three financial years and a minimum average annual turnover specific to each lot); (ii) experience in the performance of at least two (2) similar contracts during the last five (5) years; (iii) authorisation from the software publisher or manufacturer, or status as an authorised reseller or partner, for the services and licences concerned; (iv) support and after-sales service capacity; (v) no situation of exclusion or conflict of interest. See the bidding documents for detailed information.

8. The complete bidding documents may be downloaded free of charge from the platform https://data.wahooas.org/tenders/tenders/list from **November 10, 2026, at 10:00 a.m. UTC.** No payment is required.

9. Bids, written in French, English or Portuguese, must be submitted electronically, password-protected, on the platform https://data.wahooas.org/tenders/tenders/list no later than **December 23, 2026 at 2:00 p.m. UTC.**

10. Bidders shall communicate the password for their bid on the platform no later than the same date and time. Bids submitted after the deadline, or by any other means, will not be accepted.

11. Bids will be opened online on **December 23, 2026 at 2:30 p.m. UTC** in the presence of the representatives of bidders who wish to attend by videoconference (link provided on request at procurement@diffusion.wahooas.org).

Each bid must include a bid security, per lot, in the amount of:

- Lot 1: 3,000 USD
- Lot 2: 1,000 USD
- Lot 3: 1,000 USD
- Lot 4: 200 USD
- Lot 5: 50 USD

Bids shall remain valid for **one hundred and twenty (120) day**s from the bid submission deadline.

WAHO reserves the right not to proceed with all or part of this notice.

Prof Palokinam T. PITCHE
Director General