

Annex A- RFP/HCR/SYR/2026/2387-TERMS OF REFERENCE (TOR)

INLAND ROAD CARGO TRANSPORTATION SERVICES

I. BACKGROUND AND OBJECTIVE

The United Nations High Commissioner for Refugees (UNHCR) in Syria intends to enter into a Framework Agreement with one or more service providers for the provision of inland cargo transportation services. The Supply Unit of UNHCR Syria is regularly required to deliver and dispatch humanitarian Core Relief Items (CRIs) from stockpiles located in the following warehouses: Damascus (Ghassoleh), Aleppo, Homs, and Qamishly. Delivery destinations are varied, as detailed in Annex D (Financial Offer Form).

The objective of this Request for Proposal (RFP) is to engage professional and dedicated service provider(s) for non-exclusive inland transportation services. The Contractor will be expected to provide, on a priority basis, the following services:

1. Provide and manage the inland road transport of UNHCR non-food items to/from designated points of loading and delivery as indicated on the waybill.
2. Professionally track and report cargo movements; all written communication shall be conducted in English.

Note: All goods managed by UNHCR are non-barcoded.

II. SCOPE OF SERVICES

A. QUALIFICATIONS

The Service Provider is required to meet the following requirements:

1. **Capacity and Coverage:** Demonstrate sufficient operational capacity and geographical coverage to deliver the required services, including access to an extensive ground transportation network or reliable agents.
2. **Financial Stability:** Provide evidence of sound financial stability.
3. **Registration:** Be duly registered with the relevant national authorities as a Transportation/Logistics Service Provider.
4. **Business Certification:** Possess a valid commercial registration or business certification.
5. **Points of Contact:** Assign one or more dedicated points of contact to handle urgent requests and remain available as required.
6. **Experience:** Provide evidence of managing comparable accounts for international organizations or NGOs, including a description of the services rendered and the management plan implemented.
7. **Priority Service:** Confirm that the services described will be performed on a priority basis throughout the contractual period.
8. **Resources:** Confirm and document the ability to provide all necessary equipment, facilities, qualified personnel, expertise, and other resources required to perform transportation services in accordance with best commercial practices.

B. GEOGRAPHICAL SCOPE

The Road Cargo Transport Company should provide land cargo services within all governorates of Syria:

Transportation Locations	Transportation Locations
Damascus City	Rural Hama
Rural Damascus (Warehouse Hub)	Hama City
Tartous City and port	Rural Daraa
Rural Tartous (Warehouse Hub)	Daraa City
Rural Aleppo	Rural Sweida
Aleppo City (Warehouse Hub)	Rural Quenitra
Rural Homs	Quenitra City
Homs City (Warehouse Hub)	Rural Idlib
Rural Hassakeh	Idlib City
Qamishly City (Warehouse Hub)	Rural Deir Ez Zour
Hassakeh City	Deir Ez Zour City
Rural Lattakia	Rural Raqqa
Lattakia Port & City	Raqqa City

Note: UNHCR recognizes that dispatches to non-government-controlled areas may require prior approvals. UNHCR will provide support and necessary documentation as required..

C. REQUIREMENT INDICATION (PAST DATA)

The following table displays the figures for the year 2025 and shall only serve as indication of the relative weighting among delivery locations.

Delivery Location / Governorate	Number of Trucks
Trucks from Damascus WH/ Deir Ezzor & Ar Raqqa	1,034
Trucks from Homs WH	261
Trucks from Tartous WH	259
Trucks from Aleppo WH	537
Trucks from Qamishly WH	829
Number of Trucks 25 Ton	2,920

D. INLAND TRANSPORTATION

Services to be provided:

- The Service Provider shall provide inland transport services, including fuel and drivers, according to truck size specifications (see Annex C). UNHCR does not guarantee minimum shipment volumes.
- Trucks shall carry only goods owned by UNHCR or other UN agencies; transporting commercial cargo is strictly prohibited.
- Trucks must be available within 24 hours upon request on a priority basis.

Truck Capacities Required:

- Trailer: approx. 25 MT / 40' container
- Truck: approx. 15 MT / 20' container
- Truck: approx. 10 MT

- Truck: approx. 5 MT
- Boom Truck: 1 ton
- Boom Truck: 5 ton

Vehicle Conditions and Responsibilities:

1. vehicles must be properly registered, authorized for humanitarian cargo, and compliant with national regulations. Certified copies of documentation must be provided upon request.
2. Vehicles must have valid insurance; cargo insurance is excluded, but the Service Provider is responsible for safe delivery.
3. All vehicles must be roadworthy and equipped with necessary tools, tarpaulins, and other equipment to ensure safe transportation under all conditions.
4. Loading supervisors must be present during loading and unloading operations.
5. Cargo must be fully secured to prevent damage.
6. The Service Provider shall provide fuel, lubricants, and maintenance for all vehicles.
7. Regular vehicle maintenance is the Service Provider's responsibility; UNHCR is not liable for delays due to maintenance.
8. UNHCR reserves the right to inspect trucks for suitability and cleanliness; trucks not meeting standards may be rejected.

Cargo Responsibility and Communication:

1. The Service Provider assumes full responsibility for cargo from pickup to final delivery.
2. The Service Provider shall keep UNHCR informed of cargo progress via the designated focal point.
3. All consignments must be dispatched promptly and delivered within standard transit times.
4. The Service Provider is responsible for any damage or loss of cargo while in transit or storage under their custody.

Emergency Shipments:

1. 24/7 support is required for emergency shipments. Trucks must be provided within 8 hours of UNHCR notification.
2. Trucks must be available regularly and urgently in the following locations: Damascus, Rif Damascus, Homs, Aleppo, Hassakeh, Tartous, and Lattakia.

Special Cargo Requirements:

1. Temperature-controlled cargo must maintain the cold chain at all times.
2. The Service Provider shall reimburse UNHCR for costs related to replacement, cleaning, repackaging, or refurbishment of any damaged goods.

2- Coordination and Conditions of Work

1. UNHCR will initiate transport services through a Cargo Movement Request (CMR) sent to the Transportation Services Provider via email, outlining the following:
 - a) Shipment collection address
 - b) Shipment delivery address
 - c) Contact persons and details
 - d) Shipment quantity, items and weight

- e) Delivery time
- i. Omission of any of the foregoing information shall not diminish the Service provider's responsibilities under the potential Contract.
- ii. Should the Transportation Services Provider believe that it is unable to meet delivery requirements as specified in the CMR or if the CMR omits any of the information specified above, the Transportation Services Provider is to notify UNHCR immediately to determine an agreeable alternate solution and/or further details. UNHCR is to provide ATA (actual time of arrival) with an updated transportation request reflecting agreed changes. Should the Transportation Services Provider be unable to meet the delivery requirements outlined by UNHCR and an agreed solution not reached, UNHCR may revoke initial request and seek services from an alternate supplier.
- iii. The Service Provider is liable for any loss, damage or delay to a consignment until it is delivered. UNHCR shall only be responsible for any loss or damage to the Transport Provider as a result of incorrect details being provided in the CMR.
- iv. UNHCR maintains the right to terminate the services of the Transportation Services Provider should its services be found unsatisfactory after being notified in writing for unsatisfactory performance and a warning letter.

3- Documentation: Responsibility for Documentation:

- i. The Service Provider is responsible for all necessary documentation and approvals related to transportation services, including Facilitation Letters, Manifests, Delivery Notes/Waybills, and hazardous goods documentation. Facilitation Letters signed and stamped by UNHCR offices must be collected and submitted to the relevant Governor's Office in all governorates, following the procedure until final approval.

Submission to Receiving Agents:

- ii. The Service Provider shall provide the receiving agent with at least one copy of all shipping documentation.

Invoices and Payment:

- iii. UNHCR will process invoices detailing all services provided on a monthly basis. Signed and stamped Waybills or Delivery Notes must be submitted as evidence of satisfactory completion of transport services. Payments will only be made once UNHCR confirms that services have been provided in accordance with the transportation request. Invoices must be accurate and error-free.

Force Majeure:

- iv. If performance becomes impossible due to force majeure, the affected party shall promptly notify the other party in writing.

Damaged Goods and Acknowledgment:

- v. In the event that goods are received with damage, the Service Provider must annotate the Waybill and notify UNHCR immediately. Upon delivery, the authorized recipient must acknowledge:
 - a) The quantity and type of goods received, and the date of receipt.
 - b) The condition of the goods, including any pre-existing packaging damage.
 - c) The name and signature of the authorized representative.

The Service Provider shall include a copy of this acknowledgment with all supporting documentation for invoiced claims.

4- Order Monitoring and Track and Trace System

For order monitoring, and, track and trace system, UNHCR have the following requirements:

- i. Provide and maintain a system for tracking shipment documents and cargo progress.
- ii. The Submit daily tracking reports detailing the status of each truck loaded at UNHCR warehouses.

E. ADDITIONAL SERVICES AND CONTRACT CONDITIONS

1- Key Personnel

For the purpose of the management of the contracted services with UNHCR, the following key personnel are required:

- Experienced in English (verbal and written).
- Responsible for contract performance and liaison with UNHCR.

ii. Qualified Staff:

- Sufficient personnel in logistics, packaging, loading optimization, and transportation disciplines.
- Must work exclusively on services under this contract.
- Positions include:
 - KAM (based in Damascus)
 - Dedicated Loading Supervisors (at each warehouse hub, per geographical scope)
 - Transportation Coordinator (based in Damascus), proficient in all transportation services and shipping documentation.

iii. Availability:

- Minimum personnel must be available at all times during the contract period to provide priority service to UNHCR.

iv. Transition & Implementation:

- Ensure adequate staffing from contract signature to guarantee a smooth transition and implementation.
- UNHCR reserves the right to address personnel shortages during the contract.

v. Emergency Response:

- Additional experienced personnel must be available, as reasonably required, to manage emergency rapid response operations outside standard office hours.

vi. Staff Replacements:

- UNHCR may request the assignment of additional personnel or replacement of any designated staff. The Contractor must comply promptly.

vii. Submission Requirements:

- Proposals must include CVs of all core designated staff (KAM, Transport Coordinator, Loading Supervisors for each warehouse hub).

2. Driver Requirements

i. Employment & Responsibility:

- The Contractor is fully responsible for all aspects of drivers and subcontractors, including payment.
- No employment relationship exists between UNHCR and the drivers or other Contractor staff.

ii. Licensing & Conduct:

- Drivers must be properly licensed, trained, and professional.
- No unauthorized drivers are permitted.
- Drivers must conduct themselves to avoid prejudice or negative publicity for UNHCR.

iii. Working Hours:

- Maximum working hours must comply with national standards to ensure safety.

- Drivers must follow UNHCR staff instructions, provided they do not conflict with applicable law.
- Unsuitable drivers must be replaced immediately, without dispute.

iv. Corporate Responsibility:

- The Contractor must ensure compliance with all national labor laws, social protections, and corporate social responsibility standards for all personnel.

v. Salary Compliance:

- The Contractor must ensure salaries and benefits for drivers and personnel comply with local labor laws

2- Contract and Performance Management

The Service Provider is expected to comply with all requirements stated in this document. In the event of non-performance, the following provisions apply:

i. Failure to Deliver:

- If the Service Provider fails to provide or commence transportation of goods to the required destination(s) within the agreed timeframe and after receiving receipt of all necessary shipping and UNHCR documentation, UNHCR reserves the right to seek alternative services.
- Any additional costs incurred above normal charges will be charged to the Service Provider.

ii. Unsuitable Agents/Subcontractors:

- UNHCR may require discontinuation of services provided through any agent or subcontractor deemed unfit or unsuitable.
- Such agents/subcontractors must be promptly replaced in consultation with UNHCR, with all associated costs borne by the Service Provider.

iii. Supervision and Oversight:

- UNHCR will designate personnel responsible for requesting services, supervising the Service Provider, certifying invoices, and performing final evaluations of work.

iv. Key Performance Indicators (KPIs):

- UNHCR and the Service Provider shall establish, review, and evaluate performance under the contract quarterly.
- KPIs must be established within three (3) months from the contract's effective date

The KPIs are to be established in the following areas:

1.	Timely response and quality of service delivery
2.	Accurate and timely tracking and documentation
3.	Timely and effective claim processing (losses, damages, accidents, misconduct, etc.)
4.	Compliance with agreed operating procedures and recommendations for improvements;

3- Affiliates, Agents and Subcontractors of the Service Provider

1. The Service Provider may utilize affiliates, agents, or subcontractors to meet service requirements.
2. Any use of affiliates, agents, or subcontractors requires prior written approval from UNHCR. All services provided by them are deemed services of the contracted Service Provider, which remains fully responsible for their performance under the **contract (refer to Art. 5 “Subcontracting” in Annex F – General Conditions of Contract).**
3. The Service Provider is responsible for all operations related to its network of offices, affiliates, agents, and subcontractors.

4- Chargeable Fees

1. Proposals must indicate the price per truck type and route, inclusive of all associated costs (see Annex D).
2. The Service Provider shall always apply the most economical solution suitable for each service request based on fixed rates.
3. No extra charges shall be added for administrative costs, minor expenses (dispatch of documents, fax, e-mails, phone calls, postage), or IT system costs. The quoted handling fee remains valid for the duration of the contract.
4. If a significant increase in official or market fuel prices occurs, a price review may be undertaken for the fuel component only. All other price components remain unchanged. Bidders should consider fuel market fluctuations in Syria. Applicable truck fees cannot increase beyond the official fuel price increase.

5- Evaluation of The Technical Offer

Bidders must meet the following six (6) mandatory technical pre-qualification requirements to be eligible for scoring:

- Proof of registration with the relevant authority to provide logistics services.
- Proof of at least three (3) years of experience in providing similar services, including copies of contracts or purchase orders (subject to UNHCR verification).
- At least one positive recommendation or feedback from a UN agency or organization active in humanitarian aid in Syria.
- Ability to provide all required truck types for each location submitted in the proposal.
- Valid vehicle insurance for all vehicles as per the Syrian law (cargo insurance is not included).
- Proof of presence or ability to operate in at least four (4) main governorates with UNHCR warehouse hubs: Damascus & Rural Damascus, Aleppo, Homs, and Qamishly.

6- Invoicing and Payment

1. The Service Provider shall adhere to the Price Schedule for the contract duration unless otherwise agreed with UNHCR.
2. Invoices must be submitted monthly (from the first to the last day of the calendar month) and include a detailed cost breakdown per consignment.

3. Invoices must provide evidence of services rendered through original GRNs, Waybills, or agreed equivalents. Failure to provide documentation may result in payment delays or rejection of the invoice.
4. The Service Provider shall promptly inform UNHCR of any situation under the contract that may result in additional financial obligations.