

REQUEST FOR PROPOSAL: UNHCR RFP/HCR/SYR/2026/2387

Establishment of a Frame Agreement for the Provision of Inland Transportation Services in Syria for a Duration of two years, Extendable for an Additional One Year (2+1)

Annex B-Technical Evaluation Criteria

Mandatory Pre-Qualification Requirements:

The bidder should meet the following mandatory requirements in order to be eligible for technical scoring evaluation:

No.	Mandatory Criterion	Requirement	Evaluation Basis
1	The bidder is registered with relevant authority to provide the logistics/transportation services	The bidder shall provide a copy of the registration document	Pass / Fail
2	Proof of at least 3 (three) years of experience in providing the same type of services.	The bidder shall provide copies of purchase orders and contracts.	Pass / Fail
3	The bidder shall provide a minimum of one positive recommendation or feedback	The bidder shall provide a minimum of one positive recommendation or feedback from a UN agency or organization currently working within the humanitarian aid domain in Syria for the provision of cargo transportation services.	Pass / Fail
4	For each delivery location that the bidder is submitting a proposal, all truck types must be provided.	The bidder shall confirm that all trucks per the proposed location(s) will be provided	Pass / Fail
5	Each vehicle is covered by a Vehicle Insurance issued in line with the local law; cargo insurance is not included.	The bidder shall provide vehicles insurance samples.	Pass / Fail
6	Show proof of presence/ability to operate in at least the 4 (four) main Governorates where UNHCR WH hubs are available (Damascus and Rural Damascus, Aleppo, Homs, and Qamishly).	The bidder shall confirm their geographical Presence by providing Contact Details.	Pass / Fail
7	Vendor Registration form (Annex E) is provided signed and stamped	The bidder shall provide the Vendor Registration form signed and stamped.	Pass / Fail
8	Tax Registration Confirmation	The bidder shall provide a copy of the tax registration document.	Pass / Fail
9	Confirmation of general terms and conditions and code of conduct:	The bidder shall provide Declaration of Eligibility (Annex H) signed and stamped.	Pass / Fail
10	Financial Soundness	The bidder provided copies of the audited financial statement for two years of the last three fiscal years (2023-2024-2025).	Pass / Fail

Technical Requirements:

If the offer submitted by the bidder passed the mandatory Pre-Qualification Requirements, the technical offer will be evaluated based on the scoring evaluation criteria as listed in the table below:

No.	Scoring Criterion	Requirement	Evaluation Score
1	Company's profile and qualifications:	The bidder shall provide details about the company's profile and qualifications.	100
1.a	Years of experience in the required service	50 = More than 5 years 30 = up to 5 years 20 = up to 4 years 10 = 3 years	50
1.b	Number and relevance of nature of projects currently underway and successfully completed in past 3 years	50 = 4 or more UN/NGO clients in past 3 years with good ref. 30 = 2-3 UN/NGO clients in past 3 years with good ref. 20 = min 1 UN/NGO client in past 3 years with good ref. 10 = low number of only private sector clients 0 = no info	50

2	Company's capacity and coverage	The bidder shall provide details about the capacity and coverage of the company	210
2.a	Number of trucks owned by the company	25 = More than 15 Trucks 20 = 11-15 Trucks 15 = 8-10 Trucks 10 = less than 8 Trucks 0 = no info	25
2.b	Number of trucks controlled by the company-	25 = More than 25 Trucks 20 = 16-25 Trucks 15 = 10-15 Trucks 10 = less than 10 Trucks 0 = no info	25
2.c	Average Road Cargo Weight transported per week. requesting supporting evidence- Bill of Lading (BOL) summary Monthly activity reports	40 = > 3500 MT per week 30 = 3001 - 3500 MT per week 20 = 1701 - 3000 MT per week 10 = < 1700 MT per week 0 = no info	40
2.d	Maximum road cargo weight per week (for UNHCR)- requesting supporting evidence- Bill of Lading (BOL) summary Monthly activity reports	40 = > 3500 MT per week 30 = 3001 - 3500 MT per week 20 = 1701 - 3000 MT per week 10 = < 1700 MT per week 0 = no info	40
2.e	Geographical coverage	50 = up to 14 governorates 40 = up to 12 governorates 30 = up to 10 governorates 20 = up to 4 of the main governorates i.e. Damascus, Rural Damascus, Aleppo, Homs, and Qamishly. 0 = not applicable (mandatory requirement)	50
2.f	Geographical presence	30 = up to 14 governorates (including the geographical coverage) 20 = up to 10 governorates (including the geographical coverage) 10 = up to 5 governorates i.e. Damascus, Rural Damascus, Aleppo, Homs, Qamishly (including with geographical coverage) 0 = not applicable (mandatory requirement)	30
3	Proposed organization of work and staff qualifications	The bidder shall provide details their working methodology and about their work organization and the qualification of their proposed staff	310
3.a	Regular Mobilization Period	40 = Below 12 hours 30 = 12-24 hours 20 more than 24 hours 0 = no info	40
3.b	Emergency Mobilization Period	40 = Below 6 hours 30 = 6-12 hours 20 = 12-24 meets minimum 10 = more than 24 hrs 0 = no info	40
3.c	Proficiency of loading and off-loading process	20 = Detailed Loading and off-loading operating procedures available 15 = Brief description of steps in loading off-loading process 10 = Incomplete description of steps in loading off-loading process 0 = no info	20
3.d	Proficiency of cargo safeguard on the road	30 = Comprehensive SOPs regulating the main challenges are available 20 = Brief analysis on safety and protection of goods 10 = Incomplete description of safety and protection of goods 0 = no info	30
3.e	Consistency of loss/damage SOP-	40= A clear Shortage/Loss/Damaged policy provided including the claim resolution timeline 30 = A clear Shortage/Loss/Damaged policy available and provided. 20 = Policy Regulations are consistent and comprehensive	40

		with no clear policy. 10 = Brief analysis for shortage/Loss/Damaged 0 = no info	
3.f	Suitability of reporting and documentation strategy	40 = Detailed and relevant reporting strategy provided (incl. daily tracking, achievements, analysis, real-time truck status) 25 = Reporting strategy provided mostly relevant (min. daily tracking, real-time truck status) 10 = Incomplete reporting strategy 0 = No info	40
3.g	Included hours of free demurrage	60 = Free demurrage 40 = Demurrage after 48 hours from the order 20 = Demurrage within 24-48 hours from the order 10 = Demurrage with less than 24 hours 0 = No info	60
3.h	Time period by when Cancellation Fees apply (if any)	40 = Free Cancellation 30 = Free Cancellation with more than 48 hours from the order 20 = Free Cancellation with within 24-48 hours from the order 10 = Free Cancellation with less than 24 hours 0 = no info	40
4	Proposed personnel and corporate social responsibilities	The bidder shall provide all required details regarding the qualifications of their staff and their corporate social responsibilities.	80
4.a	Suitability of qualifications of the Key Account Manager	20 = CV shows minimum 5 years' experience in logistics/transport + English level B2 + certified training in: road safety, fleet management, or supply chain 15 = CV shows 3–5 years relevant experience + English level B1 + basic logistics/safety training. 10 = CV shows 3+ years' experience but no formal training 5 = Incomplete description in Annex B 0 = no info	20
4.b	Suitability of the profiles of the transport coordinator and loading supervisors	40 = Company provides at least 3 staff CVs covering: transport coordination, dispatching, warehouse loading/offloading supervision. All CVs show 2+ years relevant experience + training in loading safety/PPE/H&S. 30 = 2 CVs provided with relevant experience and basic safety/handling knowledge 20 =< Only 1 CV provided with partial relevance 10 = General descriptions without detailed CVs 0 = no info	40
4.c	Proven commitment to corporate social responsibilities and staff welfare (Insurance Safety training Payroll practices)	20 = Company provides evidence of: staff contracts, social insurance, compliance with Syrian labor law etc.. 15 = Partial benefits are available 10 = Minimum benefits are available 5 = Incomplete 0 = no info	20
	Total scoring criteria		700

The technical complaint offer shall pass all the mandatory criteria and score 60% of the scoring criteria i.e. 420 points out of 700 points within the technically scoring criteria.