|  |  |
| --- | --- |
| **TECHNICAL BIDDERS’ RESPONSE:**   * **Please read the TOR and the RFP Cover Letter/Train Stops (especially section 3 -Requirements) carefully and fill in your response below** * **Please note that the given space under each section should not limit your response, please type more if required** | |
| **BIDDER NAME:** |  |
| **Mandatory Technical Requirements:**   1. The bidder is registered with relevant authority to provide the logistics/transportation services, please provide a copy of the valid certificate to proof the same. 2. Please provide the proof of at least 3 (three) years of experience in providing the same type of services, please provide copies of purchase orders and contracts, 3. Please 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. 4. The bidder shall confirm that all trucks per the proposed location(s) will be provided 5. Please confirm that for each vehicle is covered by a Vehicle Insurance issued in line with the local law, cargo insurance is not included 6. Poof 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): Please confirm your geographical Presence by providing Contact Details. 7. Please provide Vendor Registration form (Annex E) signed and stamped 8. Please provide a copy of the Tax Registration document 9. Confirmation of general terms and conditions and code of conduct: Please provide Declaration of Eligibility (Annex H) signed and stamped. 10. Financial Soundness: Please provide copies of the audited financial statement for two years of the last three fiscal years (2023-2024-2025). | |
| **1. Description of company profile**   * + - State the year your company was founded in and the number of years your company provided transport service.     - Total number of current clients and list UN or NGO clients in the past 3 years.     - Please list here contact details of current or former clients for reference checks:  |  |  |  |  | | --- | --- | --- | --- | | Client Name | Contact Name | Contact Email | Contact Tel. Number | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  |  * + - List similar projects currently underway and successfully completed projects in the past 3 years ((state minimum 3 relevant client contacts and service orders, the bidder providing more relevant contacts and service orders such as UN or NGOs will seek higher score, subject to good feedback from the clients):  |  |  |  |  | | --- | --- | --- | --- | | Services | Client | Location | Value | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |
| **2. Company’s capacity and coverage**  a) Proven physical capacity to provide the required services:   * + - Number of trucks owned by the company (supporting documents/evidence to be provided)     - Number of trucks controlled by the company (supporting documents/evidence to be provided)     - Average Road Cargo Weight transported per week     - Maximum road cargo weight per week (for UNHCR)   b) Suitable geographical coverage/infrastructure   * + - State your company’s geographical coverage, list of districts accessible for deliveries     - Describe your company’s geographical presence, number of representatives and office’s locations per governorate. | |
| **3. Proposed services and organization of work**  a) Response time   * + - State the regular time required from transport order to commencement of service (Mobilization Period)     - State the time required from transport order to commencement of service under urgent request (Emergency Mobilization Period)   b) Proposed services processes   * + - Describe step by step the loading process (at the UNHCR warehouse) and off-loading process (at a partner warehouse) and define the relevant responsibilities in the process of all participants.     - Describe your company’s methodology to safeguard cargo transported while on the road     - Describe here (or attach) your company’s policy/standard procedure with regards to loss/damage materials occurring during transport     - Outline your company’s reporting and documentation strategies (refer to the ToR in Annex A)   c) Included Services   * + - State in hours the free detention period at the point of loading and off-loading included in the provided fees (don’t state any fees here)     - State the time period in hours before a scheduled order when cancelation fees apply (if any) | |
| **4. Proposed personnel and corporate social responsibilities**   1. List the qualifications of the Key Account Manager and attach CV 2. Describe the profiles of the transport coordinator in Damascus and loading supervisors at the main locations of warehouse hubs and attach CVs for all 3. Describe your company’s commitment to corporate social responsibilities and staff welfare (attach copies of sample contracts, insurance coverage, leave plan, etc) | |
| **Any additional comments on the Terms of Reference (TOR - Annex A):** | |