

TRAIN STOP NO. 1

COVER PAGE

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

Establishment of a Frame Agreement for the Provision of Inland Cargo Transportation Services in all Governorates of the Syrian Arab Republic for a Duration of Two Years, Extendable for an Additional One Year (2+1)

RFP DOCUMENTS:

- Annex A: Terms of Reference (ToR)
- Annex B: Technical Evaluation Criteria
- Annex C: Technical Offer Form
- Annex D: Financial Offer Form
- Annex E: Vendor Registration Form *(to be filled in, stamped and signed)*
- Annex F: UNHCR's General Conditions of Contracts for the provision of service *(to be acknowledged by the stamped and signed Declaration of Eligibility)*
- Annex G: UN Supplier Code of Conduct *(to be acknowledged by the stamped and signed Declaration of Eligibility)*
- Annex H: Declaration of Eligibility
- Annex I: Eligibility of Joint Ventures for Suppliers *(to be filled in, stamped and signed if applicable)*
- Annex J: Guidelines ERP Manual for Suppliers to use the online portal.

RFP KEY DATES:

RFP Issue Date	27 January 2026.
Pre-bid conference date	03 February 2026 at 11:00 Syrian standard time
Clarifications Submission deadline	03 February 2026 at 23:59 Syrian standard time
RFP Submission deadline	18 February 2026 at 15:00 Syrian standard time

TRAIN STOP NO. 2

OVERVIEW

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 60 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate, and operations please see <http://www.unhcr.org>

REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Syria Operations, invites qualified companies to submit their proposals for the Establishment of a Frame Agreement for the Provision of Inland Cargo Transportation Services in all Governorates of the Syrian Arab Republic for a Duration of Two Years, Extendable for an Additional One Year (2+1) as per the lots mentioned in the financial offer form (Annex D).

Please note: Bidders may submit their offer for one or more Lots. Partial/incomplete financial proposal per lot will not be accepted or considered for further evaluation.

RFP SUBMISSION

We would appreciate receiving your submission on or before the deadline specified in this overview section. Please note that bidding must be submitted directly in the online portal, responding to the questions, and uploading required documents by the date and time indicated in the online portal. It is your full responsibility to ensure that your submission is submitted before the deadline. Bidding received outside the online portal, for any reason, will not be considered for evaluation. Be aware that the system requirements employed by UNHCR limit the size of attachments to a maximum of 24 Mb in each required field, as specified in the Requirements Section.

Ensure that your bidding remains valid for **at least 120 days**. The standard payment terms of UNHCR are NET 45 days upon satisfactory delivery of goods or services and acceptance by UNHCR.

Important Note: "Notwithstanding the payment terms set forth in Clause 29 of the General Conditions of Contract for the Provision of (GCC), which form part of the solicitation documents, UNHCR is implementing a 45-day payment term for the duration of the current measure, temporarily superseding any conflicting provisions in the GCC, specifically Clause 29." All the payments will be processed within net 45 days of the invoice date.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly.

REQUEST FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by the Cloud ERP portal using messaging functionality **before 02 February 2026 at 23:59 Syrian standard time**. Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible by the system. Answering the queries or resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.

PRE-BID CONFERENCE:

UNHCR will organize a supplier pre-bid conference on MS Teams, **on 02 February 2026 at 11:00 hrs. (Syria Standard Time)**. A maximum of one representative per company is allowed. Name and contact details of the company's representatives must be provided, at least one working day in advance, by e-mail to syrdasycopro@unhcr.org.

Participation to the pre-bid conference is **STRONGLY RECOMMENDED** given the complexity of the requirements. However, after the supplier conference, a Questions & Answers document will be prepared and posted on UNGM and/or distributed by email to all invited bidders.

IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

ENVIRONMENTAL POLICY

UNHCR's policy is to purchase products and services with the least negative impact on the environment. Environmental considerations, including manufacture, transport, packaging, use, and disposal of goods, are integral to UNHCR's evaluation and selection process.

ZERO TOLERANCE POLICY

Note that UNHCR strictly adhered to a zero-tolerance policy, advising its Suppliers not to offer any gifts, favors, hospitality, commission, etc. to any UNHCR Staff. Any Supplier found engaging in such activities may face sanctions from UNHCR and other UN agencies.

SUPPLIER REGISTRATION

If you have never registered before, register a profile using the registration link: <https://fa-esrv-saasfaprod1.fa.ocs.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=FrIrE9xC081OtFrzT%2FjRWRhyK2OPZqgQH%2BUqHNkavrH1nbIHQeKZxJ%2BRw%3D%3D>

and follow the instructions in guides available on the UNHCR website: [How to become a supplier | UNHCR](#). Make sure to connect to the VPN before logging.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from the previous registration.

ELIGIBILITY CHECK

A prerequisite for any supplier to be deemed eligible for an award of contract is, that the company is not, or not associated with a company or individual, under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Consolidated United Nations Security Council Sanctions List, available at: <https://www.un.org/securitycouncil/#entities>.

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex E**) and supporting documents.

Supplier Registration:

The qualified company (s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity;

COMMERCIAL/REGISTRATION DOCUMENTS:

As part of the formal verification on your company's eligibility for registration as a UNHCR vendor, your proposal must contain:

- **Annex H:** Declaration of Vendor's Eligibility - accept all mandatory requirements by fixing signature and company stamp;
- **Annex E:** Your Company should complete, sign, and submit the Vendor Registration Form must include information on company's business bank account.
- **Annex F:** UNHCR's General Conditions of Contracts for the provision of service.
- **Annex G:** UN Supplier Code of Conduct.

•**Sanctions List:** Your submission checklist in Annex I should also contain your confirmation that your company is not on the United Nations Security Council Sanctions List; the UN Secretariat Procurement Division list of suspended or removed vendors; UNGM/World Bank list of suspended or debarred vendor; EU sanctioned vendors.

- Valid Business/Commercial Registration Certificate with English translation (valid during 2026). Three (3) years of operation is a minimum, counted from the closing deadline of this tender.
In case of submission relying on experience of a company belonging to the same economical group, UNHCR may consider the oldest company profile if the bidder provides proper evidence of the connection.
- Bank Account Statement, please refer to the below notes regarding the bank account statement to be provided:
 - ✓ Bank Account Number and Name, Swift and IBAN code and issued recently (within 2 months)
 - ✓ Tables with bank account details are NOT acceptable.
 - ✓ No need to disclose bank account statements figures/balances, you can blind them.
 - ✓ Letter issued by the supplier with the bank account details are NOT acceptable.
 - ✓ Bank Account Name shall match the legal entity name bidding to this tender.
 - ✓ Electronic Bank Account Statements issued by the bank's website are acceptable.
 - ✓ Letters issued from the Bank are not acceptable.
 - ✓ Tax ID/ Tax Registration number / D-U-N-S number shall be confirmed. If applicable.
 - ✓ Tax statement /Tax proof clearly showing the taxpayer ID/ tax registration number under Attachments. If applicable.
- Financial statements or audit report in the country of registration for minimum of two (2) years of the last three (3) fiscal years (i.e. 2023, 2024 and 2025), duly certified by an accredited accountant or the relevant tax office as per the rules of the country of registration.
These financial documents should clearly demonstrate the company's financial standing, capacity over the stated period, providing insight into its monetary stability throughout the duration of the contract, (regret letters and bank statement are not accepted and will result in disqualification of the bidder).
- Registration certificate or registration number issued to the bidder by the Syrian Ministry of Social Affairs and Labor (also referred to as Ministry of Labor).
- Applying as a joint venture: Please refer to Annex I - Eligibility on Joint Ventures for Suppliers.

BID ACCEPTANCE

This project will be awarded on **ALL OR NOTHING BASIS FOR EACH LOT**. UNHCR may at its discretion increase or decrease the proposed content/quantities when awarding the contract and will not accept a change to the rates submitted. Any such increase or decrease in the contract duration would be notified to the successful bidder as part of the finalization of the Purchase Orders for the Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firm submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered **MOST RESPONSIVE** to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

Important: Partial or incomplete financial proposals per LOT will not be accepted or considered for further evaluation. (Any missing cost for a line in the Financial Offer will be considered invalid).

IMPORTANT: it is solely the bidder's responsibility to ensure that the Bank Account of the company is able to receive payments transferred by UNHCR Syria. UNHCR payments are exempted from OFAC Sanctions under Title 31 → Subtitle B → Chapter V → Part 542 → Subpart E → §542.513. UNHCR takes no responsibility for any unsuccessful transfers due to rejection by the Beneficiary Bank.

Due to sanctions (US-OFAC and EU) imposed on the Syrian Arab Republic, the completion of the payment process is subject to the receipt by UNHCR of the clearance provided by the vendor's nominated intermediary/beneficiary bank on accepting the electronic fund transfer.

As the goods/services will be delivered in Syria, it is the bidder's responsibility to make sure that the bidder and the services are eligible for business according to local Syrian regulations.

Thank you, and we look forward to receiving your quotations.

TRAIN STOP NO. 3

REQUIREMENTS

Dear Supplier,

Please review carefully the requirements and questions in this section. Provide answers as required and upload supporting documents when requested. Failure to send the requested information may result in disqualification of your offer from further evaluation.

TECHNICAL PROPOSAL:

Mandatory Pre-Qualification Requirements:

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:

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
2	Company's capacity and coverage	The bidder shall provide details about the capacity and coverage of the company	210
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
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
	Total scoring criteria		700

IMPORTANT Notes:

- **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.**
- **The details of the above scoring evaluation criteria can be reviewed within Annex B-Technical Evaluation Criteria**

FINANCIAL PROPOSAL:

Your separate Financial Offer must contain an overall offer in US Dollar (USD), EURO or Syrian Pounds. The financial offer must cover all the services to be provided (price “all inclusive”). If no financial offer is received, the bid shall be automatically disqualified.

The Financial Offer is to be submitted as per the **Financial Offer Form (Annex D- Lot 1, 2 and 3...)**. Bids that have a different price structure may not be accepted. Bidders can quote for any or all the lots.

UNHCR is exempt from all direct taxes and customs duties. With this regard, **price has to be given without VAT.**

You are requested to hold your offer valid for a minimum of **120 days** from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR’s standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order. Post award the offer must remain valid for the period of the Frame Agreement.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information about the award is not to be considered as a contract.

UNHCR will not provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (45) days after acceptance of the contractor’s invoice and delivery and acceptance of services by UNHCR in the shape of a partial or substantial works completion certificate issued by the designated Project Manager / Engineer.

IMPORTANT: Bidders are required to submit the financial proposal both in PDF (stamped, dated and signed) and Excel version.
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Please Note: UNHCR accepts only Commercial Bank Account carrying the name of the registered business/company. Bids with a Personal Bank Account will not be accepted.

In case of any contradiction between the prices stated in the signed and stamped financial proposal form (Annex D) and the prices submitted in Cloud ERP, the prices stated in the signed and stamped financial proposal form shall be considered.

Invoicing permitted only for batches of ≥100 fully installed and tested units.

10% retention released 3 months after issuance of the Completion Certificate for the Defects Liability Period.

Important Note: *“Notwithstanding the payment terms set forth in Clause 29 of the General Conditions of Contract for the Provision of (GCC), which form part of the solicitation documents, UNHCR is implementing a 45-day payment term for the duration of the current measure, temporarily superseding any conflicting provisions in the GCC, specifically Clause 29.” All the payments will be processed within net 45 days of the invoice date.*

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Please Note: UNHCR accepts only Commercial Bank Account carrying the name of the registered business/company. Bids with a Personal Bank Account will not be accepted.

Technical Evaluation:

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis.

The Bidders must meet all the above mandatory pre-qualification criteria in order for their proposal to be considered for further evaluation.

A percentage distribution of 70% of the total score of technical evaluation has been allocated to the Technical Proposal. Maximum scores are listed in the table below. The cut-off points for submissions to be considered technically compliant is **420 points** out of the 700 points overall score assigned to the technical component.

Financial Evaluation:

The Financial Proposal will use the following percentage distribution: 30% of the total score. The financial component will be analyzed only for those suppliers whose technical proposals successfully pass the technical evaluation.

Rating of each financial proposal will, thus, be determined based on the following modality:

Financial Proposal (FP) Rating = (Lowest cost proposal / Cost of the proposal being evaluated) x 100*30%.

The winning bid (i.e. the most responsive evaluated proposal) will be determined by applying a combined scoring/cumulative analysis methodology, summing up the weighted scores attained for each submitted, confirming technical and financial proposal, i.e. for each overall offer, as follows:

Total combined and final, weighted score = Technical weighted score + Financial weighted score.

Important: Kindly upload financial proposal documents in the Financial Section (Financial Evaluation - Commercial) only. If your financial proposal is visible in any part of the technical section, your proposal will be disqualified.