

ANNEX C – TECHNICAL EVALUATION CRITERIA

ITB No. ITB/2026/CERP ref no. 3740

ESA REGIONAL ROAD FREIGHT FORWARDING SERVICES

Date: 16 October 2026 | Closing Date and Time: 29 November 2026 at 23:59 hours EAT

1. Evaluation Methodology

This ITB uses a three-stage evaluation. Technical offers will first be assessed against the mandatory pre-qualification requirements in Section 2.1. Only bids meeting every mandatory requirement will proceed to the scored technical evaluation in Section 2.2. Bids that pass all mandatory requirements and obtain at least 60% of the available technical score will be considered technically compliant and proceed to financial evaluation. Criteria not stated in the solicitation shall not be introduced during evaluation. Clarification may be requested only in accordance with UNHCR procedures and shall not permit a bidder to materially alter its bid after closing.

For each relevant lot or lane under the ITB, the recommended Frame Agreement award shall be made to the qualified bidder whose offer passes all mandatory pre-qualification requirements, achieves the minimum technical score and has the lowest evaluated cost, subject to the stated multiple-award strategy, due diligence, price reasonableness, availability of funds and the best interests of UNHCR. Subsequent call-offs under an awarded Frame Agreement shall follow the SBP methodology stated in Annex A – Terms of Reference, Annex B-1 – Financial Offer Guidance, and Annex B-2 – Financial Offer Form. During each SBP, UNHCR shall specify the exact service levels and actual requirements, which may comprise transport and/or export and/or import customs-clearance services in any required combination. Multiple call-off awards may be made by destination lane or other justified market segmentation to the qualified lowest-cost offer(s) meeting all mandatory SBP requirements.

Common requirement basis: technical capacity will be assessed on the bidder's legal and regulatory eligibility; regional road-freight experience and references; emergency response, safety, continuity and risk mitigation; shipment visibility, cargo control, English reporting and documentation; insurance and claims management; financial capacity; contractual acceptance; acceptance of the scope of services; years of experience; owned and controlled trucks; country coverage; work organization and core staff; regular and emergency mobilization periods; shortage, loss and damage procedures; free trucking detention; cancellation terms; proposed personnel; and corporate social responsibility and staff welfare. References to the required vehicle/load categories mean all five categories for Kenya and the 20-foot and 40-foot container categories for all other country lanes, consistently with Annex A – Terms of Reference, Section 3.1; Annex B-1 – Financial Offer Guidance; and Annex B-2 – Financial Offer Form.

2. Technical Evaluation Criteria

2.1 Mandatory Pre-Qualification Requirements

No.	Mandatory criterion	Minimum evidence	Pass/Fail
1	Legal eligibility, authority and regulatory compliance	Submit: (i) certificate of incorporation/registration; (ii) valid tax-compliance certificate; (iii) current ownership record; and (iv) valid operator, road-freight, cross-border, and transit licenses/permits. Names and registration numbers must be consistent across all documents, and no required document may be expired at bid closing.	_____
2	Regional capability, comparable experience and references	Submit: (i) a company profile evidencing at least three completed years of regional road-freight operations; (ii) three comparable contracts, Purchase Orders or completion records for assignments completed or substantially performed within the last three years, each stating the client, scope, routes, dates and value or volume; and (iii) three current client references with name, email address and telephone number. At least two references must be independently verified as satisfactory.	_____
3	Emergency response, safety, continuity and risk mitigation	Submit: (i) an HSE and emergency-response plan with a 24/7 contact tree, named UNHCR-dedicated focal point and alternate, acknowledgement and escalation timelines, and weekend/public-holiday coverage; (ii) route-risk and incident-reporting procedures; and (iii) company policy and declaration statement on recovery timelines for accident, cargo loss, border closure, fuel shortage, civil unrest, security deterioration and alternative routing.	_____
4	Shipment visibility, cargo control, English reporting and documentation	Submit: (i) the company's practical procedures for tracking each truck's location and providing feedback to UNHCR on a 24/7 basis; (ii) procedures/templates for dispatch and delivery coordination, cargo securing, seals, quantity and condition checks, cross-loading, proof-of-delivery/GRN retrieval, customs updates, record retention and invoice reconciliation; and (iii) the names and contact details of an English-speaking focal point and alternate.	_____
5	Insurance and claims management	Submit a company's statement guaranteeing UNHCR that the bidder shall ensure sufficient insurance policy is always valid for each assigned truck. The statement must indicate that such	_____

		insurance policies have binding confirmations for motor third-party and cargo-in-transit, and a signed undertaking to maintain cover throughout performance of the consequent Frame Agreement. Also include clarification on claims procedure naming the focal point and defining maximum timelines for initial notification, investigation, evidence submission, insurer referral and status updates.	
6	Financial capacity	Submit signed audited financial statements, including the auditor's opinion, for the last two financial years (2024–2025). Disclose any insolvency, administration, receivership, liquidation, material going-concern qualification or equivalent proceeding, and provide evidence of sufficient working capital or access to credit to pre-finance operations pending payment under the resulting Frame Agreement.	—
7	Ethics, contractual acceptance and confidentiality	Submit signed and stamped Annex D (UNHCR General Conditions of Contract) and Annex E (UN Supplier Code of Conduct), without reservation	—
8	Acceptance of the Scope of Services	Submit signed and stamped Annex A (Terms of Reference)	—

2.2 Technical Requirements

If the offer submitted by the bidder passed the mandatory Pre-Qualification Requirements, the technical offer will be advanced to the scoring evaluation criteria as listed below:

No.	Scoring Criterion	Requirement	Evaluation Score
1	Experience and comparable assignments	The bidder shall provide details of its relevant experience and comparable assignments.	10
1.a	Years of experience in the required service	5 = More than 5 years 3 = 5 years 2 = 4 years 1 = 3 years	5
1.b	Number and relevance of nature of projects currently underway and successfully completed in past 3 years	5 = 4 or more UN/NGO/government clients in past 3 years with good ref. 3 = 2-3 UN/NGO/government clients in past 3 years with good ref. 2 = min 1 UN/NGO/government client in past 3 years with good ref. 1 = low number of only private sector clients 0 = no info	5
2	Company's capacity and coverage	The bidder shall provide details about the capacity and coverage of the company	10
2.a	Bidder's formal declaration of the number of trucks owned &/or controlled by the company	5 = 40 trucks or more 4 = 30-39 trucks 3 = 20-29 trucks 2 = 15-19 trucks 1 = 10-14 trucks, and DISQUALIFIED = under 10 trucks or no info provided	5
2.b	Countries which the company can deliver goods to.	5 = 15–18 countries 4 = 11–14 countries 3 = 6–10 countries 2 = 4–5 countries	5

		1 = 1–3 countries 0 = No eligible country coverage evidenced	
3	Proposed organization of work and core staff	The bidder shall provide details of its working methodology & organization and indicate available core staff	20
3.a	Regular Mobilization Period	4 = within first 48 hours after UNHCR loading instruction 3 = more than 48 - 72 hours after UNHCR loading instruction 2 = more than 72 - 96 hours after UNHCR loading instruction 1 = more than 96 - 120 hours after UNHCR loading instruction, and 0 = more than 120 - 144 hours after UNHCR loading instruction, and DISQUALIFIED = more than 144 hours or no info provided	4
3.b	Emergency Mobilization Period	5 = within first 24 hours after UNHCR loading instruction 4 = more than 24 - 36 hours after UNHCR loading instruction 3 = more than 36 - 42 hours after UNHCR loading instruction 2 = more than 42 - 48 hours after UNHCR loading instruction, and 1 = more than 48 - 72 hours after UNHCR loading instruction, and DISQUALIFIED = more than 72 hours or no info provided	5
3.c	Consistency of loss/damage SOP	3 = Clear shortage, loss and damage policy provided, including a claim-resolution timeline 2 = Clear shortage, loss and damage policy provided, without a claim-resolution timeline 1.5 = Comprehensive procedures provided, but no clear policy statement 1 = Brief description of shortage, loss and damage handling 0 = No information	3
3.d	Included free detention period at loading, offloading, border/customs and other authorized waiting points, governed by TOR Section 6.1.	5 = 10 days or more free detention 4 = 6–9 days free detention 3 = 3–5 days free detention 2 = 1–2 days free detention 0 = No free detention offered or no information	5
3.e	Additional free-cancellation commitment after vehicle dispatch, subject to the cancellation rule in Annex A – Terms of Reference, Section 5 (Commercial and Call-off Framework). The bidder shall submit, as part of its technical offer, a signed cancellation-term declaration stating the commitment offered. The declaration shall apply to all offered lots unless the bidder clearly identifies and states a lot-specific qualification. No lot-specific qualification may reduce or displace the Annex A baseline permitting cancellation without charge at any time before vehicle dispatch.	3 = No cancellation fee before vehicle dispatch and no cancellation fee after dispatch until the vehicle arrives at the instructed loading point 2 = No cancellation fee before vehicle dispatch and at least four (4) hours of free cancellation after dispatch 1.5 = No cancellation fee before vehicle dispatch and at least two (2) hours of free cancellation after dispatch 1 = No cancellation fee before vehicle dispatch and a stated free-cancellation period of less than two (2) hours after dispatch 0 = No additional free-cancellation commitment beyond the TOR baseline, or no information Any scored commitment becomes contractually binding only if expressly incorporated into the resulting Frame Agreement; after dispatch, any cancellation charge remains subject to the applicable SBP or Purchase Order and the controls in TOR Section 5.	3

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.	7
4.a	Suitability of qualifications of the Account Manager for the UNHCR Frame Agreement	2 = CV shows 5 years or more of experience in logistics/transport 1.5 = CV shows 3–4 years of relevant experience 1 = CV shows 2 years' relevant experience 0 = No CV Provided	2
4.b	Suitability of the profiles of the transport coordinator and loading supervisors	3 = Company provides at least 3 staff CVs covering: transport coordination, dispatching, warehouse loading/offloading supervision, with relevant experience 2 = 2 CVs provided with relevant experience 1 = 1 CV provided with relevant experience 0 = No CV provided or CV provided with no relevant experience	3
4.c	Proven commitment to corporate social responsibilities and staff welfare	2 = Company provides evidence of: staff social insurance, compliance with country of company registration's labor law 1.5 = Partial benefits are available 1 = Minimum benefits are available 0 = no info provided	2
	Total scoring criteria		47

The technically compliant offer shall pass all mandatory pre-qualification requirements and score at least 60% of the technical requirements, equivalent to 28.20 points out of 47 obtainable points.

Responsiveness rule: Failure to meet a mandatory pre-qualification requirement or submit its required supporting evidence may result in the bid being found non-responsive and excluded from the scored technical evaluation. A bid that does not achieve the minimum technical score will not proceed to financial evaluation, subject to the clarification rules and applicable UNHCR procurement procedures.

3. Lot/Lane Capacity Verification

The information below may be used to verify and record the bidder's claims concerning trucks owned and controlled, countries covered, and regular and emergency mobilization periods. It supports evaluation and due diligence under Section 2.2 and does not introduce an additional scored criterion.

Country offered	Trucks owned	Trucks controlled	Regular mobilization period	Emergency mobilization period	Evidence verified
_____	_____	_____	_____	_____	Yes / No
_____	_____	_____	_____	_____	Yes / No

4. Due Diligence and Verification

UNHCR may verify the evidence and statements submitted under Sections 2.1 and 2.2, including corporate registration, tax compliance, ownership records, licences and permits, regional road-freight experience, contracts or purchase orders, client references, emergency-response and HSE arrangements, route-risk and incident-reporting procedures, continuity

and recovery commitments, shipment-tracking and cargo-control procedures, English-language reporting capacity, insurance and claims arrangements, audited financial statements, acceptance of contractual documents and the scope of services, years of experience, truck ownership and control, country coverage, work organization, mobilization commitments, shortage, loss and damage procedures, detention and cancellation terms, proposed personnel, corporate social responsibility, staff welfare, and the authenticity of submitted documents. A material misrepresentation, refusal of verification, undisclosed conflict, or inability to substantiate a mandatory statement or scored technical claim may result in failure of the relevant requirement or other action permitted by the ITB and UNHCR procedures.

5. Performance Requirements for Contract Management

KPI area	Measurement	Review frequency
Regular mobilization	Percentage of trucks mobilized within the regular mobilization period committed in the technical offer	Per request / quarterly
Emergency mobilization	Percentage of trucks mobilized within the emergency mobilization period committed in the technical offer	Per request / quarterly
Shipment visibility and reporting	Availability of 24/7 truck-location feedback, English-language reporting and timely exception notifications	Per movement / quarterly
Cargo control and documentation	Compliance with dispatch and delivery coordination, cargo securing, seals, quantity and condition checks, proof-of-delivery or GRN retrieval, customs updates, record retention and invoice reconciliation procedures	Per movement / quarterly
Shortage, loss and damage management	Compliance with the submitted policy, incident notification, investigation, evidence submission, insurer referral and claim-resolution timelines	Per incident / annually
Detention and cancellation terms	Application of the free trucking detention period under TOR Section 6.1 and the cancellation terms committed in the technical offer under the corresponding TOR Section 5 cancellation rule	Per occurrence / quarterly
Core personnel and staff welfare	Continued availability of the proposed Account Manager, transport coordinator and loading supervisors, and continued compliance with declared staff social insurance, labour-law and welfare commitments	Quarterly / annually

6. Policy Alignment Note

These criteria apply an ITB methodology based on mandatory pre-qualification, a scored technical evaluation with a minimum passing threshold, and the financial comparison of technically compliant bids. Award, extension, price revision and amendment shall remain subject to the applicable UNHCR delegation of authority, review and approval framework.