



REQUEST FOR INFORMATION (RFI)

National Cargo Management Platform

Issuing Authority: Ministry of Transport, Syrian Government

Project Reference Number: (...2654/1...)

Document Date: (...1/10/2025...)

Final Deadline for Response: 60 days from issuance date

1. Introduction and Project Overview

The Ministry of Transport in the Syrian Arab Republic seeks to find qualified strategic partners to develop, implement, and operate a national platform for road freight transport management through a public-private partnership model that is acceptable to the Ministry.

The National Cargo Management Platform is an integrated digital system aimed at unifying and organizing road freight transport and logistics operations at the national level by connecting all stakeholders in the supply chain (shippers, carriers, drivers, and regulatory authorities) within a unified technological environment. The platform provides real-time cargo tracking services, document and permit management, secure electronic payment, and advanced operational analytics. It also contributes to enhancing transparency, reducing operational costs, and increasing efficiency by reducing waiting times and empty truck returns.

Thus, the platform represents a strategic step in the digital transformation of the transport sector, enhancing economic growth, supporting decision-making with accurate data, and ensuring compliance with national policies and regulations.

This platform aims to digitize and simplify land transport logistics across the country to enhance efficiency, reduce costs, and improve transparency in the sector. The platform will serve as an integrated ecosystem connecting shippers, freight carriers, drivers, and regulatory authorities, while enabling revenue-sharing models.

1.1 Project Objectives

- Develop an easy-to-use mobile application for unifying cargo logistics with capabilities for real-time tracking, load matching, and revenue sharing
- Reduce vehicle idle time and empty truck returns to the highest possible percentage
- Ensure 95% compliance with transport regulations including permits and taxes
- Provide data-driven insights for policy-making and regulatory oversight
- Enhance cooperation between public and private stakeholders
- Accelerate response times
- Reduce human intervention leading to lower operational costs
- Use appropriate algorithms to capture and organize vital cargo data with high accuracy
- Ensure immediate availability of cargo orders on the platform to enable carriers to quickly submit their offers

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1.2 PPP Structure: Role of the Private Sector Partner

The preferred private sector partner will take primary responsibility for:

- **Investment:** Securing upfront and ongoing capital required for the Platform's development, launch, and sustained operations.
- **Development:** Designing, building, and deploying the Platform in line with technical specifications and public sector objectives.
- **Operation:** Managing day-to-day operations, including user onboarding, system maintenance, and customer support.
- **Maintenance:** Ensuring the Platform remains technologically current and fully functional throughout the partnership term.
- **Revenue generation:** The company must state the revenue sharing model, its percentages, advantages and disadvantages.

The public sector will provide strategic oversight, regulatory alignment, and support in engaging key stakeholders (e.g., facilitating access to government data, coordinating with industry associations).

1.3 Project Scope and Term

- **Scope:** The Platform will include digital tools for route optimization, load matching, compliance tracking, and stakeholder communication. Further details will be shared with shortlisted parties.
- **Term:** The PPP is envisaged to run for 10–15 years, with potential for renewal based on performance.

2. Scope of Work and Technical Requirements

2.1 Core Platform Features

- **Bidirectional matching** between shippers and freight carriers with additional tools for real-time negotiation
- **Revenue sharing model:** Commission-based transactions at agreed-upon rates and subscription plans for premium features
- **Logistics management:** Digital documentation (transport contract (optional), cargo document, route invoices, customer ID, permits), Global Positioning System, route optimization, secure electronic payment with insurance
- **Compliance and reporting:** Integration with government databases to verify permits and analytics dashboard for Ministry oversight
- **User support:** Multi-language interface (Arabic, English), offline mode for low-connectivity areas, dispute resolution system



2.2 Technical Deliverables

Each applicant must propose an optimal timeline compatible with the proposed technical solution, ensuring inclusion of all project phases (requirements analysis, design, development, testing, pilot launch).

The total implementation duration should not exceed 12 months from the contract signing date.

3. Technical Qualification Requirements

3.1 Technical Capabilities of Solution Providers

Interested companies must demonstrate the following technical qualifications:

- **Mobile application development:** Experience in developing iOS and Android applications with a minimum of 5 years of experience
- **Multi-channel service delivery**
- **Backend development:** Experience in scalable services engineering and cloud infrastructure using Microservices, Containers (Docker/Kubernetes), and database management systems
- **Government integration:** Experience in integrating with government and regulatory databases and systems such as permits, taxes, and customs, with the ability to develop secure and reliable Application Programming Interfaces (APIs) for real-time data exchange
- **Security standards:** Implementation of security measures including data encryption and protection, secure digital payment processing, in addition to compliance with international security standards and policies such as ISO 27001 and PCI DSS or others, ensuring protection of sensitive information and service continuity
- **Global Positioning System and location services:** Experience in real-time tracking, mapping, and route optimization technologies
- **Multi-language support:** Ability to develop applications supporting Arabic and English with appropriate Right-to-Left (RTL) text support
- **Offline functionality:** Technical capability to implement offline modes for low-connectivity environments
- **Provision of artificial intelligence systems for demand prediction and route optimization**

3.2 Infrastructure Requirements

- Local cloud infrastructure capabilities with 99.9% uptime guarantee
- Disaster recovery and backup systems
- 24/7 technical support capabilities
- Scalability to handle 100,000 concurrent users as a minimum

2.4 Governance and Risk Management Requirements

- Risk management plan for technical and operational risks
- Mechanisms for performance monitoring and quality assurance (KPIs)

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4. Financial Qualification Requirements

4.1 Financial Solvency Criteria

Companies must demonstrate financial stability through the following requirements:

- **Annual revenues:** Three-year revenues worth \$10 million USD during the past three years
- **Insurance coverage:** The Chosen Solution Provider must provide professional liability insurance covering the complete solution

4.2 Required Financial Documents

- Bank account statement for the past three years
- Tax clearance certificates
- Cash flow projections for the project duration

5. Experience and Track Record Requirements

5.1 Project Experience

- **Similar projects:** The solution providers must provide at least 3 references for the proposed solution in logistics, transport, or government digitization, with at least one of them being with a government entity
- **Regional experience:** Experience in the Middle East or similar emerging markets is preferred
- **Multi-stakeholder projects:** The solution providers must provide proven capability to manage multiple stakeholder groups through the proposed solution

5.2 Team Qualifications

- Project manager with minimum 7 years of experience
- Technical lead with minimum 10 years of experience in large-scale platform development
- Mobile development team with 15 years of collective experience
- Security specialists

6. Submission Requirements

6.1 Required Information

Companies must provide the following information in their response to the information request:

- **Company profile:** Detailed information about the company, ownership structure, and business registration documents
- **Technical proposal:** Proposed technical approach, engineering methodology, and implementation approach
- **Project timeline:** Detailed schedule for the project with milestones and deliverables
- **Team composition:** CVs of key team members and organizational chart
- **Financial information:** All required financial documents as specified in Section 4.2

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- **Reference projects:** Detailed case studies of the 3 most relevant projects including customer references
- **Security approach:** Detailed security implementation plan and compliance measures
- **Risk management:** Identified risks and mitigation strategies
- **Local partnership:** Plans for local capacity building and knowledge transfer
- **Preliminary cost estimate:** High-level cost breakdown for project phases

6.2 Submission Format

- Electronic submission via email to the specified address
- All documents must be in PDF format
- Maximum file size limit: 50 megabytes per submission
- Documents must be in both English and Arabic languages
- Hard copies required for original certificates and financial documents

7. Evaluation Criteria

Evaluation Criteria	Weight	Sub-criteria
1. Technical Capabilities of Solution Provider	40%	Technical engineering approach, security, scalability
2. Experience	15%	Relevant project experience, customer references, team qualifications
3. Financial Strength	15%	Financial stability, capability, insurance coverage
4. Implementation	20%	Project methodology, timeline, risk management
5. Local Presence and Support	10%	Local partnerships, support capabilities, knowledge transfer

8. Process Steps

8.1 Information Request Response Process

- Initial evaluation of submitted information request responses
- Development of shortlist of qualified companies
- Technical presentations and clarification meetings
- Field visits (if necessary)
- Final qualification determination
- Invitation to participate in formal proposal request process (if necessary)

8.2 Timeline

- **Final deadline for information request response:** [.....]
- **Initial evaluation:** 4 weeks after final deadline
- **Shortlist notification:** 4 weeks after final deadline
- **Technical presentations:** 4-5 weeks after final deadline
- **Final qualification:** 7-8 weeks after final deadline

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9. Terms and Conditions

- This information request does not constitute a commitment to purchase or contract for services
- The Ministry reserves the right to modify requirements based on information request responses
- No compensation will be provided for information request preparation costs
- All submitted information will be treated as confidential
- The Ministry reserves the right to reject any or all responses

10. Contact Information

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