



Global Health
Partnerships
FORMERLY THET

Request for Proposals (RFP) – Digital Transformation of PGME Platforms for the Syrian Board and the Centre for Strategic Studies and Health Training (UFUQ Programme)

Publication Reference: *[GHP/UFUQ/DigitalTransformation/RFP/2026]*

Contracting Authority: Global Health Partnerships (GHP) – formerly THET

Programme: UFUQ – “Upgrading and Future-proofing human resources for health for Universal health coverage and better-Quality care” (EU-funded programme)

Contract Title: Digital Transformation of PGME Platforms for the Syrian Board and the Centre for Strategic Studies and Health Training

Contract Type: Service Contract (Global Price, deliverables-based)

Location: Syria (Damascus and other governorates) / Online

Tender Procedure: Open Competitive Tender (International and Local) – **Two-Envelope Submission** (separate Technical and Financial proposals)

Background

Global Health Partnerships (GHP) invites qualified service providers to submit proposals for **Digital Transformation of PGME Platforms for the Syrian Board and the Centre for Strategic Studies and Health Training:** under the EU-funded **UFUQ Programme**.

The UFUQ Programme, funded by the European Union and implemented by Global Health Partnerships (GHP), aims to strengthen Syria’s health workforce by improving postgraduate medical education (PGME) systems and fostering institutional sustainability. Recognising the importance of digital solutions in modernising health education, this ToR outlines the requirements for a comprehensive digital transformation initiative to support the Syrian Board, the Centre for Strategic Studies and Health Training (CSSHT), and related institutions.

This RFP is issued to identify a competent **Service Provider (organisation or consortium)** capable of designing, developing, and implementing an integrated digital ecosystem that supports e-learning, content management, and institutional knowledge sharing. This will include the development of a national e-learning platform, ensure stable digital infrastructure, and enhance the Syrian Board and CSSHT’s capacities for digital governance and content management, including the mobile application and ensuring its long-term sustainability. The resulting service contract will be financed by the **European Union** and managed by GHP, in accordance with **EU procurement rules and PRAG guidelines**. All tenderers must adhere strictly to these instructions and the requirements outlined in this RFP and its annexes. Failure to **submit a complete proposal** with all required information by the deadline may lead to rejection of the tender.

1. Services Required (Scope of Work)

The services required by the Contracting Authority are **fully described in the Terms of Reference (ToR) – Provision of Digital Transformation Services for the UFUQ Programme (Integrated Component)** (Annex 1 to this RFP). The ToR provides the detailed scope of work, objectives, deliverables, expected results, and other requirements for the assignment. **Tenderers should carefully review the ToR** for complete information on the tasks and outcomes expected. *(Note: The full ToR is provided as Annex 1 and is an integral part of this RFP. It is not reproduced in this document.)*

Contract Duration: The intended contract duration is approximately 30 months, as specified in the ToR. The service contract will be deliverable-based (global price), with specific milestones and outputs defined in Annex 1. The Contracting Authority reserves the right to adjust the duration or scope as necessary during contract negotiations within the limits of the procurement rules.

2. Tentative Timetable

All interested tenderers must adhere to the following tentative schedule for this procurement.

Event	Date	Time (Syria time)
Deadline for requesting clarifications	17 March 2026	17:00
Information webinar, including clarifications, please register here: https://us02web.zoom.us/meeting/register/LWjqJyvPQ5KlzqsAV7oUpw	15 April 2026	14:00
Deadline for submission of proposals	29 April 2026	17:00
Shortlisting/notification of interviews or presentation (if relevant)	6 May 2026	-
Notification of award	25 May 2026	-
Contract signature	31 May 2026	-

All dates/times are subject to change. Times are in local time (Syria). Dates marked as provisional will be confirmed by GHP. A “standstill” period may be observed between notification of award and contract signing, in line with EU procedures.

Clarifications: Prospective tenderers may request clarifications or further information in writing up until the specified deadline for clarifications. Any requests for clarification must be sent via email to procurement@globalhealthpartnerships.org (Procurement Unit) and should clearly reference the RFP title and publication reference. **No individual responses will be given to inquiries after the clarification deadline.** All clarifications and answers will be compiled and communicated in writing simultaneously to all potential bidders (e.g. via email or website) to ensure equal treatment. It is the

tenderer's responsibility to check for any updates or clarifications issued. GHP is not obliged to reply to requests received after the deadline.

3. Eligibility and Participation

Eligibility: Participation in this tender is **open to all legal entities** (individual companies, institutions, organisations, or consortia of such) from any country, **without geographic restriction** (international and/or local) in accordance with EU external action procurement rules. Tenderers may be non-governmental organisations, educational or training institutions, consulting firms, or other qualified service providers legally registered in their country of establishment. Joint ventures or consortia are permitted; in such case, all members of the consortium (and any subcontractors) must be identified, and the consortium must nominate one lead entity to act on behalf of all members. Each tenderer (single or consortium) may submit only one proposal.

Exclusion Criteria: Tenderers **must not be in any exclusion situations** per EU PRAG rules. By submitting a proposal, each tenderer declares on honour that it, its directors and key staff are **not** in a state of bankruptcy or insolvency, have **never been convicted** of fraudulent or corrupt practices, are **not** subject to EU sanctions, and **meet the ethical and legal eligibility criteria** of EU-funded contracts. The tenderer shall sign the standard **Declaration of Honour** (included in the submission forms) attesting to their eligibility and compliance with these conditions. GHP reserves the right to request further documentation (such as certificates of legal registration, tax compliance, and proof of financial solvency) from the successful tenderer before contract award, and to reject any tenderer found to misrepresent or not meet the criteria.

Professional Capacity: The tenderer must have the professional and technical capability to implement the required services. This includes having an adequate organisational capacity, relevant experience in similar assignments, and qualified experts. Minimum qualification requirements (e.g. years of experience in medical training projects, key expert qualifications, etc.) are outlined in the ToR (Annex 1) and/or the evaluation criteria. Tenderers may include subcontractors or local partners for specific tasks, but they remain fully responsible for contract performance. Subcontracting is not allowed. In the consortium, the majority of services (and overall responsibility) must be carried by the tenderer or lead consortium member.

Statement of Exclusivity and Availability: Key experts proposed in the tender must be available and committed for the duration of the project. In circumstances beyond the control of service providers, they will need to propose candidates with equivalent or stronger qualifications and experience to be approved by GHP.

Note: GHP and the European Union's policies on avoiding conflicts of interest apply. Any firm or expert involved in preparing this RFP or the UFUQ Programme that could give rise to a conflict of interest is ineligible to participate.

4. Preparation of Proposals (Two-Envelope Format)

Tenderers must prepare their proposals in **two separate parts**: (A) Technical Proposal and (B) Financial Proposal. These must be **submitted as separate files** (see Section 5) to ensure a fair, "two-envelope" evaluation process. No financial information should appear in the Technical Proposal, and the Financial Proposal. All proposals can be submitted in either Arabic or English.

The tenderer's proposal should concisely address the requirements as defined in this RFP and the ToR (Annex 1), and include all information and documentation required to evaluate the offer.

4.1 Technical Proposal (Envelope A)

The Technical Proposal should present the tenderer's understanding of the assignment and how they intend to deliver the required services. It must be structured in line with the **Technical Proposal Template** provided (Annex 2) and contain:

- **Tender Submission Form:** A completed Tenderer's Submission Form, duly signed by an authorised representative of the tenderer. This form (see Annex 2) includes the tenderer's declaration of honour on eligibility and compliance, and a summary of the offer. By signing, the tenderer confirms acceptance of the RFP terms, including the draft contract conditions and terms of reference.
- **Understanding of the Services and Proposed Methodology:** A detailed description of the approach and methodology proposed for delivering the services in the ToR. This should demonstrate the tenderer's understanding of the objectives, show how each task will be conducted, and highlight any innovative or value-adding methods.
- **Tenderer's Experience:** A summary of the tenderer's relevant experience in carrying out similar projects. Highlight up to 2 projects in the last 5 years that are comparable in scope and complexity. For each reference project, include the client, duration, budget, location, and a brief description of services provided, demonstrating capability to implement the Digital Transformation assignment. Consortium members (if any) or subcontractors can similarly highlight their experience.
- **Team Composition and Key Experts:** An explanation of the human resources to be dedicated to this project. Identify the **Key Experts** (as defined in the ToR) and other staff who will perform the services. Provide **CVs** for all Key Experts, highlighting relevant qualifications and experience (each CV should be signed by the expert). Describe the role of each team member and how the team structure will ensure effective implementation.
- **Project Management and Quality Assurance:** A description of how the project will be managed and monitored. Explain the management structure, support from headquarters (if applicable), coordination with GHP and stakeholders, and risk mitigation measures. Also outline the quality assurance mechanisms to ensure high-quality deliverables (e.g. peer review of training materials, feedback collection from trainees, etc.).
- **Other Requirements:** Any other information requested in the ToR or annexes should be included. For example, if the ToR specifies minimum equipment, compliance with specific standards, or particular strategies (e.g. Gender Equality and Social Inclusion considerations), the technical offer should address these. The tenderer should also confirm readiness to mobilise by the intended start date and any assumptions or requirements expected from GHP or other parties.

Important – No Financial Information: The technical proposal **must not** contain any price or financial details. **Any mention of the price or budget in the technical proposal will lead to disqualification** of the tender. Ensure that all financial aspects are left for the separate Financial Proposal only.

All pages of the Technical Proposal should be numbered and include the tenderer's name. An electronic copy of the technical proposal (PDF format) should be prepared for submission.

4.2 Financial Proposal (Envelope B)

The Financial Proposal should detail the pricing for carrying out the Digital Transformation services as per the ToR. It must be presented as a **separate document** (using the provided Financial Proposal Template in Annex 3). The Financial Proposal must include:

- **Financial Offer Form:** A summary page stating the **total price** (global fixed price) for execution of the services. This total price should be a **firm, fixed amount** and **inclusive of all costs** required to implement the project (professional fees, travel, workshops, materials, overheads, any applicable taxes, etc.). The price must be in [EUR].
- **Detailed Budget Breakdown:** A detailed cost breakdown supporting the total price. Tenderers should follow the structure given in Annex 3 – for example, breaking down costs by category such as personnel (with daily rates and days or monthly rates), travel and per diems, training/workshop costs, equipment or materials, administrative costs, etc., as applicable. The level of detail should allow the evaluators to understand how the total price was calculated and to assess its reasonableness. If a specific budget template is provided in Annex 3, tenderers must use it.
- **Payment Schedule:** As specified in the ToR, the following payment schedule will apply:
 - 15% upon delivering satisfactory need assessment report with clear plan
 - 30% upon satisfactory completion of the portal (E-Learning Platform)
 - 35% upon satisfactory completion of the Mobile Application.
 - 20% upon 2 months of satisfactory report received from the Syrian Board after final delivery of all products.
- **Notes on Taxes and Currency:** Prices must be quoted in **EUR** and should be **inclusive of all applicable taxes, customs duties, and charges** relevant under Syrian law. While EU-funded actions may be tax-exempt under EU rules, **service providers are responsible for verifying and paying all applicable taxes and duties within Syria** in accordance with local regulations. The currency of the proposal must remain fixed throughout the duration of the contract; **no adjustments for currency fluctuation** will be permitted. Any currency exchange risks shall be **borne by the tenderer**.

The Financial Proposal should be signed by the authorised representative, (a signed PDF copy should also be prepared/submitted with an Excel budget, per Annex 3.

5. Submission Instructions

Submission Method: Proposals must be submitted electronically via email to: procurement@globalhealthpartnerships.org no later than the **Deadline for submission** indicated in Section 2. As noted, the proposal should consist of two files: one for the Technical Proposal and one for the Financial Proposal.

Tenderers should **attach both files** to a single email, or send them in separate emails if file size is an issue, but both must be received by the deadline. Late submissions will be rejected without evaluation.

- The subject line of the submission email should be: “**RFP – Digital Transformation – [Tenderer Name]**”.
- The Technical Proposal file should be named “**Envelope A – Technical Proposal – [Tenderer Name]**”.
- The Financial Proposal file should be named “**Envelope B – Financial Proposal – [Tenderer Name]**”.

Upon receipt, GHP will confirm by email reply that your submission was received (please ensure a valid reply email address). It is the tenderer’s responsibility to ensure that the email (and any separate parts) is delivered on time. GHP is not responsible for technical issues that result in late delivery; therefore, tenderers are encouraged to submit well ahead of the deadline.

Modification or Withdrawal: A tenderer may modify or withdraw its proposal by sending a written notice (via email, signed by the authorised representative) **before the submission deadline**. Any modifications should clearly indicate the changes and must be submitted as an amended proposal, following the same two-envelope format (marking the files as “Amendment”). Withdrawal notices must be explicit. **No proposal can be modified or withdrawn after the submission deadline.**

Proposal Validity: Tenders must remain **valid for a minimum of 90 days** after the submission deadline. During this period, the tenderer is expected to keep available the personnel proposed and maintain the proposal’s terms. GHP may request an extension of the validity period (for a stated number of additional days, not exceeding 40 days) if needed; tenderers can refuse an extension request, which would result in their proposal being deemed non-responsive. The selected tenderer must maintain its proposal (including price) for an additional 60 days from the date of notification of award, to allow sufficient time for contract finalisation.

Costs of Tendering: All costs incurred by the tenderer in preparing and submitting the proposal are the sole responsibility of the tenderer. **No costs will be reimbursed** by GHP, regardless of the outcome of the tender. This includes any expenses for preparing the proposal, attending any interviews or meetings, or providing additional information during evaluation.

6. Evaluation and Award Process

The evaluation of proposals will be carried out by an Evaluation Committee appointed by GHP in accordance with EU procurement rules. The evaluation will be conducted in **two stages**: first the Technical Proposals will be opened and evaluated, then the Financial Proposals of those tenders that qualify will be opened and evaluated.

The contract will be awarded to the eligible tenderer whose proposal is determined to offer the **best value for money**, i.e. **the highest quality (technical score) for a reasonable cost**, according to the criteria and formula set out below.

6.1 Technical Evaluation

In the first stage, the committee will **open and evaluate only the Technical Proposals** (Envelope A). The Technical Proposals are evaluated **independently of price**. Each eligible proposal will be assessed against the technical criteria and sub-criteria defined in the evaluation grid. The maximum total

technical score is **80 points**. The following criteria and weights will apply (total technical = 80 points if using 80/20 weighting):

- **Institutional Experience and Capacity (25 points):** Track record in digitizing institutions in conflict settings, supporting e-learning platforms and medical education software's, size and competence of the organization, past project performance.
- **Quality of Proposed Team (25 points):** Qualifications and relevance of key experts (e.g. programming engineers, computer engineers previous experience in similar projects, previous experience in delivering relevant training to organizations or government institutions).
- **Approach and Methodology (20 points):** Clarity and suitability of the proposed development options of e-learning platforms, Cost efficiency and sustainability of digital solutions responding to digital needs assessment
- **Experience in Context (10 points):** Prior work in conflict/fragile settings, and with EU donors (especially in health/education).

Total maximum score: 80 points.

Technical proposals must score at least **70% of the technical score (56/80) to be considered further**. Scores are assigned based on quality, feasibility, and relevance of the proposal. Preference is given to approaches that emphasize sustainability, localisation of the programme, and robust capacity building. Any proposal that fails to meet these minimum technical thresholds will be eliminated from further consideration. The Evaluation Committee will produce a written evaluation report with comments justifying the scores awarded for each criterion. GHP reserves the right to seek clarifications from tenderers on their technical proposals if necessary for evaluation, provided such clarification does not change the substance of the offer. However, **no changes to the proposal** (technical or personnel) can be made after the submission deadline.

6.2 Financial Evaluation

After the technical evaluation is finalised, only those proposals that have achieved the minimum technical score (56 points) and are not eliminated will proceed to the financial evaluation stage. GHP will notify those tenderers. The Financial Proposals (Envelope B) will then be opened **in accordance with the two-envelope system**. The financial opening can be done privately by the evaluation committee or in a public session (tenderers will be informed if a public opening is to be held).

The Financial Proposals will be examined for any arithmetic errors and completeness. The **evaluated price** will be considered (in case of errors in calculation, the unit prices and provided methodology will be corrected and the total adjusted accordingly; tenderers will be notified of any corrections and may be asked to confirm acceptance). If a proposal appears to be abnormally low and raises concerns of feasibility, GHP may inquire and request clarifications or justifications for the pricing.

Financial scoring: The financial proposals will be scored out of **20 points**. The lowest-priced acceptable offer receives the full 20 points; others are scored proportionally (price score = lowest price / tender price × 20). Cost realism and compliance with EU budgeting rules will be checked.

The final ranking is based on the sum of weighted technical and financial scores. The tender with the highest total score (best value for money) will be recommended for award, subject to any clarifications and GHP/EU approval.

The Evaluation Committee will then rank proposals based on these final scores (highest to lowest). The tenderer with the **highest combined score** will be considered the **preferred bidder** for award of the contract, **provided** that:

- The tenderer is confirmed to meet the eligibility, exclusion, and selection criteria (Section 3) upon verification of supporting documents; and
- The offered price is within the project's available budget and is considered reasonable.

If two proposals are tied in final score, the one with the higher technical score will be given preference. In case of a further tie, GHP may consider other factors or even invite the tied tenderers for further negotiations (at its discretion, in line with PRAG rules).

6.3 Award of Contract

Once the evaluation is completed, GHP will notify all tenderers in writing of the outcome. The winning tenderer (highest ranked) will receive a **Notification of Award** with instructions on next steps, while other tenderers will be informed that their proposals were not selected. GHP may provide, upon request, a brief statement of reasons to unsuccessful tenderers (the scores of the winner and the requester's own scores, for transparency). A **standstill period** of [10] calendar days may be observed between the notification of award and the signing of the contract, during which unsuccessful tenderers can seek further information or contest the decision if they believe there has been a procedural irregularity.

The award of the contract will be subject to the successful tenderer accepting any final refinements and furnishing any documents required by GHP. **Before signing the contract**, the preferred tenderer will be required to **confirm the availability** of the proposed key experts and possibly present original documentation (e.g. diplomas, proof of experience, registrations) for verification. GHP may also request the provision of copies of audited financial accounts or other supporting documents to reconfirm the tenderer's capacity as stated in the tender. If the successful tenderer fails to provide the required documents or if a proposed key expert is unavailable (for legitimate reasons such as illness), GHP reserves the right to withdraw the award and consider the next-ranked tenderer. In such a case, the validity of the next-best tenderer's offer will be extended as per PRAG guidelines.

After all conditions are satisfied, a **formal contract** will be signed between GHP and the winning tenderer. The draft contract will be based on the standard EU service contract format, including **General Conditions and Special Conditions**, the agreed Terms of Reference (Annex 1), the successful tenderer's Technical Proposal (often incorporated as Annex II or III to the contract), the Financial Proposal (Annex IV), and other pertinent annexes.

The contract will detail the payment schedule (linked to deliverables/milestones), reporting requirements, and all legal terms and conditions. Tenderers are expected to accept the general contract provisions; any proposed deviations should be clearly noted in the tender (though substantial modifications may lead to rejection as non-compliant).

Cancellation: The Contracting Authority reserves the right to cancel the tender process at any time prior to contract signature, without thereby incurring any liability. Cancellation may occur, for example, if **no qualitatively or financially worthwhile tender** is received, if the project funding is withdrawn, or if the circumstances of the call have changed significantly. If cancellation occurs, GHP will notify all participants, and no compensation will be payable for any costs incurred by tenderers.

7. Additional Information

- **Conflict of Interest:** Tenderers must disclose any situation that may constitute a conflict of interest or undue influence between the tenderer (including its staff, consortium partners, or subcontractors) and GHP or any stakeholders of the UFUQ Programme. Any misrepresentation or failure to disclose such information may lead to disqualification.
- **Ethics Clauses:** The tenderer must comply with high standards of integrity and ethics. No offer, gift, payment, or benefit of any kind, which could be construed as an illegal or corrupt practice, shall be made — neither directly nor indirectly — as an inducement or reward in relation to this procurement. If such activity is discovered, the tender will be rejected and, if after award, the contract may be terminated with further sanctions.
- **Data Protection:** Tenderers' submissions will be handled confidentially by GHP and used solely for the purpose of evaluation. Personal data included in the proposals (e.g. CVs) shall be processed in accordance with applicable data protection laws.
- **Clarification during Evaluation:** During examination and evaluation of proposals, GHP **may request clarifications** from tenderers regarding their proposals. All such requests will be made in writing (email) and will not ask for nor allow any changes in the substance or prices of the proposals – only clarification of ambiguities or submission of missing documents (if such documents do not change the proposal). Responses must be given strictly within the timeframe specified by GHP or the proposal may be eliminated.
- **Language:** All communications for this tender procedure shall be in English. The contract language will be English. Key experts are expected to have working proficiency in English (and Arabic as relevant, per the ToR requirements).
- **Publication:** This RFP is published on GHP's website and on ReliefWeb as an open call. The results of the award (name of winning contractor, contract value, and purpose) may also be published as per donor transparency requirements. By submitting a proposal, tenderers consent to such publication of award information if they win.

Annexes (Integral Parts of this RFP)

- **Annex 1: Terms of Reference** – Digital Transformation Service Provider [*Attached as a separate document*]
- **Annex 2: Technical Proposal Template** – including Tender Submission Form, Declaration of Honour, Key Experts' forms (CV format and Statements), and any other required technical submission forms. Tenderers should use or follow the structure of this template in preparing the Technical Proposal.

- **Annex 3: Financial Proposal Template** – including the format for the Financial Offer and detailed cost breakdown (budget). Tenderers must fill out this template with their pricing.

The above annexes are provided with this RFP. Tenderers are expected to complete and return the necessary forms in their proposals. The Terms of Reference (Annex 1) is provided for reference and must be read carefully before proposal preparation.

End of RFP

Thank you for your interest in this opportunity. GHP looks forward to receiving your proposal.