



REQUEST FOR QUOTATION

No. HPI20261005RW

PROVISION OF TRANSPORT SERVICES FOR A PERIOD OF ONE YEAR

Critical Dates	
RFQ Release Date:	26 th October 2026
Deadline to submit Questions and Clarifications:	29 th October 2026
Response to Questions will be shared by:	30 th October 2026
Quote Submission Deadline:	04 th November 2026
Selection Committee review	05 th November 2026
Estimated Notification of award	09 th November 2026
Award agreement and signing	19 th November 2026
Electronic submission to the attention of:	Heifer International Rwanda
Electronic submission:	procurement-rw@heifer.org
Contact information for inquiries about this RFQ:	procurement-rw@heifer.org

BACKGROUND

1.1 Context and background

Heifer International Rwanda (HIR) is a Nonprofit and International Non-governmental Organization with the mission to alleviate hunger and poverty, while caring for the environment through sustainable agricultural practices. In collaboration with the Government of Rwanda and other relevant partners, this project has now grown to cover the whole country to become the flagship program known as “one cow per poor family”.

Heifer International Rwanda projects focus on improving income and nutritional status, mobilizing farmers, and promoting local capacity through training of project participants, promoting market linkages for dairy value chain actors, improving the quality of livestock through artificial insemination services, empowering rural women, building resilience through sustainable agricultural practices, and connecting local communities to business development services.

Heifer International Rwanda partners with smallholder farmers to build sustainable livelihoods by empowering them to use their own energy, ingenuity, and dreams to fuel their success out of hunger and poverty. Heifer programs mobilize communities and foster the organization of associations, cooperatives and social networks while strengthen their capacity to address development challenges.



1.2 Scope of Work and Technical Requirements

1.2.1 Objective and Coverage

The service provider shall provide timely, safe, and reliable transportation of goods, livestock, including cows, goats, sheep's, and Heifer International Rwanda staff within the City of Kigali and across Rwanda's four provinces—Eastern, Western, Northern, and Southern—in support of Heifer's program activities. Services shall be provided for one year.

1.2.2 Agreement Type, Duration, and Ordering Mechanism

Heifer International Rwanda intends to establish a framework agreement for transportation services for a period of one year, with the following estimated start and end dates from 19th November 2026 to 18th November 2027. The agreed rates shall remain fixed throughout the agreement period, Subject only to adjustments to the fuel component, following an official announcement by the Government of an increase or decrease in fuel prices. Any adjustment shall be subject to mutual negotiation and agreement between the parties on the applicable percentage, supported by the official price change in accordance with Section 1.2.8.

Services will be requested on an as-needed basis. The framework agreement does not guarantee a minimum number of trips, volume of services, or expenditure.

Each assignment shall be authorized through a purchase order issued by Heifer International Rwanda under the framework agreement, identifying the required vehicle category, service dates, pick-up and drop-off locations, schedule, and applicable agreed rates. Booking details shall be coordinated by the administrative coordinator. The service provider shall confirm availability and acceptance within 06 hours of receiving the request.

The service provider shall perform only authorized services. Any changes affecting the scope or cost of an assignment shall require prior written approval from Heifer International Rwanda.

The framework agreement shall specify the ordering mechanism, including the Heifer International Rwanda personnel authorized to request services, the designated service provider contact, and the method for submitting requests, such as email. Each request shall include the required vehicle category, service dates and times, pick-up and drop-off locations, passenger numbers or load requirements, and the applicable purchase order reference, where required. The agreement shall also establish the service provider's confirmation process and response timelines.

1.2.3 Service Coordination and Availability

Services shall be provided upon receipt of an authorized purchase order or booking from Heifer International Rwanda, specifying the vehicle category, assignment dates, pick-up and drop-off locations, and required schedule.

The service provider shall designate a primary contact and an alternate contact for bookings, service coordination, and urgent issues. Routine bookings will normally be submitted at least 48 hours in advance. The service provider shall confirm bookings within 24 hours and respond to urgent requests within 6 hours.



Standard service hours shall be 8am to 5.59pm and a standard service day shall comprise 8 hours. Late hours shall mean from 6pm. Weekend, public holiday, overnight, and overtime services shall be available at the rates quoted in the financial quotation, this applies only to the Kigali head office Taxi.

1.2.4 Vehicle Categories, Capacity, and Condition

The service provider shall make available all vehicle categories specified in the RFQ **and submit a comprehensive fleet list showing vehicle type, model year, passenger or load capacity, and availability.**

Minimum passenger seating and load capacities shall meet the requirements listed under Technical Requirements. Bidders shall describe the vehicles offered in Table A, including make, model, year, capacity, and any deviations from the specifications.

All vehicles shall be maintained in good operating and mechanical condition, **have valid registration, insurance coverage, and applicable technical inspection certificates(control technique),** and comply with applicable traffic laws and regulations. Vehicles shall be model year 2015 or newer. Passenger cars and buses shall have leather-covered seats.

1.2.5 Drivers

The service provider shall provide professional and disciplined drivers who hold valid driving licenses appropriate to the vehicles assigned. Drivers shall comply with applicable traffic laws and regulations, follow agreed schedules, and communicate promptly regarding delays or changes affecting service delivery.

1.2.6 Daily Car Services within Kigali

The service provider shall provide a small car, Avensis or equivalent, with a driver for daily use within Kigali. The arrangement shall be dedicated to Heifer International Rwanda covering 5 days and 40 hours per week, with availability for weekends and late hours as required.

Billing for the Kigali office vehicle shall be based on actual usage during each month, supported by signed daily usage reports and charged at the rates quoted in Table D. Bidders may also propose a fixed monthly fee as a separately identified alternative for consideration by Heifer International Rwanda.

1.2.7 Transportation of Staff, Goods, and Livestock

The service provider shall transport Heifer International Rwanda staff safely and on time to designated destinations, following the agreed pick-up and drop-off locations and schedules. Passenger vehicles shall have sufficient seating capacity for the requested number of passengers.

Goods shall be transported safely and delivered on time without damage. Illustrative goods may include office furniture, training materials ,animal feeds ,livestock etc . Responsibility for loading, securing, and unloading goods shall rest with the Heifer International Rwanda

Livestock transportation shall comply with all applicable Rwandan laws and regulations governing animal transportation (Art 55 in the law for animal husbandry and fisheries). Vehicles shall be suitable for the livestock being transported and meet applicable requirements for safe handling, ventilation, space, and containment.

The Responsibility for loading, handling, and unloading livestock (cows, goats, pigs, sheep and poultry) shall rest with the Heifer International Rwanda. Responsibility for obtaining required permits, health certificates, or other transportation documentation shall rest with the Heifer International Rwanda.



1.2.8 Rates and Included Costs

Bidders shall quote rates for every vehicle category, including the for services within Kigali and each of the four provinces, using the financial proposal schedule.

Quoted rates shall include fuel, driver, maintenance, insurance, applicable taxes, and other operating costs.

The fuel component of the agreed rates shall be subject to review only when the Government officially announces an increase or decrease in fuel prices. Any adjustment shall be subject to mutual negotiation and written agreement between the parties on the applicable percentage, considering the official change in fuel prices relative to the price in effect on the effective date of the Framework Agreement.

All non-fuel components shall remain fixed throughout the one-year agreement period.

Bidders shall identify the applicable fuel type and separately state the fuel component of each quoted daily or monthly rate, both as an amount in Rwandan francs (RWF) and as a percentage of the total rate. Fuel shall remain included in the quoted rate and shall not be billed separately. Any supplements or additional charges shall clearly indicate whether they contain a fuel component, to prevent duplicate charging.

Each review shall compare the official RURA pump price for the applicable fuel type in effect on the review date with the price in effect on the quotation submission deadline, which shall serve as the baseline. The percentage increase or decrease shall apply only to the original fuel component. The revised total rate shall equal the original non-fuel component plus the adjusted fuel component. Each calculation shall use the original quotation and baseline fuel price, rather than the previously adjusted rate.

Adjustments shall apply equally to increases and decreases. Heifer International Rwanda and the service provider shall document the calculation and confirm the revised rates and their effective date in writing before implementation. No retroactive adjustments or additional fuel surcharges shall be permitted.

For illustration only, a daily rate of RWF 100,000 may comprise RWF 30,000 for fuel and RWF 70,000 for other costs. If the applicable RURA fuel price increases by 10% from the baseline at the review, the revised daily rate would be RWF 110,000. If it decreases by 10%, the revised daily rate would be RWF 90,000. The same calculation method shall apply to monthly rates.

Each calculation shall compare the official RURA fuel price in effect on the review date with the original baseline price established at the quotation submission deadline. The resulting percentage change shall always be applied to the original quoted fuel component, rather than to a previously adjusted fuel component, to avoid cumulative or duplicate adjustments.



1.2.9 Breakdowns, Delays, and Incidents

If a vehicle develops a technical problem during an assignment, the service provider shall notify Heifer International Rwanda immediately and provide a replacement of the same category within 6 hours.

Accidents, injuries, damage, loss, or other incidents affecting the service shall be reported to Heifer International Rwanda within an hour, followed by a written incident report within 24 hours. The service provider shall provide an emergency contact available during all assignments and coordinate the necessary response.

1.2.10 Trip Records and Invoicing

The service provider shall complete a trip report for each trip on the day the service is provided, using a template agreed with Heifer International Rwanda.

Trip reports shall be signed by the passenger or an authorized Heifer representative. For goods or livestock transportation, receipt shall be confirmed by the designated receiving representative.

The service provider shall submit monthly itemized invoices supported by signed trip reports and purchase order references. Invoices shall show the agreed rates and services provided.

1.2.11 Service Standards and Conduct

The service provider shall maintain effective communication with Heifer International Rwanda, respond to service requirements and concerns, and provide ongoing follow-up throughout service delivery. Performance shall be reviewed monthly against punctuality, vehicle condition, driver conduct, responsiveness, and accuracy of trip records and invoices.

The service provider shall conduct its operations transparently and ethically, with zero tolerance for fraud and corruption.



ADMINISTRATIVE REQUIREMENTS

The Quotation must include the following administrative documents at a minimum.

- A copy of Company Registration Certificate issued by RDB.
- A copy of Valid Tax Clearance Certificate issued by RRA
- A copy of Corporate Income Tax Declaration issued by RRA
- A copy of Valid RSSB Clearance Certificate.
- A copy of good standing certificate issued by RDB
- A copy of Transport license issued by RURA
- Completed and signed Commitment letter (Annex 1)

TECHNICAL REQUIREMENTS

Vehicles shall be model year 2015 or newer. Passenger cars and buses shall have leather-covered seats. All other vehicle requirements in Section 1.2.3 apply.

- Provide copies of insurance for each vehicle.

	Vehicle	Description/Additional Specifications
1	Executive Bus	Minimum passenger seats excluding driver 45-55;
2	Drones (Bus)	Minimum passenger seats 30 excluding driver.
3	Coaster	Minimum passenger seats 30 excluding driver.
4	Fuso	Minimum payload 5-9 tonnes;.
5	Van bus	Minimum passenger seats 14 excluding driver.
6	Pick Up Vigo	Minimum passenger seats 4 excluding driver
7	Land Cruiser V8	Minimum passenger seats 5 excluding driver;
8	Land Cruiser TXL	Minimum passenger seats 6 excluding driver;
9	Land Cruiser Prado	Minimum passenger seats 6 excluding driver;
10	SUV	Minimum passenger seats 4, excluding driver;
11	Long Chassis Dyna	Minimum payload 1-5 tonnes;
12	Small Car (Avenis)	Minimum passenger seats 4 excluding driver

Past Performance Requirements:

- Bidders must provide at least two satisfactory completion certificate (Good completion certificates) from a reputable institution for a similar service provided with similar size and scope.



- Bidders must possess a minimum of five (5) years of experience providing transportation services to INGO or UN agencies. Submit a list of relevant assignments showing Heifer International Rwanda name, service description, dates, and contact details, supported by contracts or completion certificates (at least 5).



FINANCIAL QUOTATION

Bidders shall complete Annex 2—Financial Quotation Template, provided in Excel, which contains the following worksheets:

- **Instructions:** bidder information and guidance for completing the workbook.
- **Vehicles Offered (Table A):** proposed vehicle make, model, year, passenger or load capacity, and compliance with the required specifications, including any deviations.
- **Transport Rates:** daily rates for each vehicle category in Kigali and the four provinces.
- **Kigali Office Car:** monthly rate and applicable daily, hourly, and overnight charges.

The vehicles identified in the pricing worksheets shall correspond to the vehicle references in the Vehicles Offered worksheet. Bidders shall also submit the required fleet list.

All prices shall be quoted in Rwandan francs (RWF), inclusive of applicable taxes and all costs required to provide the services. Bidders shall identify the fuel type and fuel amount included in each quoted rate. Fuel percentages calculate automatically, and adjustments shall follow Section 1.2.8 of this RFQ.

Bidders shall complete all applicable yellow input cells without changing the references, units, or formulas. Enter zero where no additional charge applies. Where a service is included in another rate or is not offered, select the appropriate status and explain in the Remarks column.

The completed Annex 2 shall be submitted in Excel (xlsx) format. All other required administrative and technical documents shall be submitted in PDF format.

The office car is billed on a monthly basis, supported by signed daily reports.

Notes:

Bids must be submitted in PDF format, clearly indicating the RFQ reference number provided above, and priced in Rwandan Francs (RWF), inclusive of all applicable taxes.

Conditions

Service Locations and Response Time: The successful bidder shall provide transportation services to Heifer International Rwanda's Headquarters in Kacyiru, Kigali, and other locations across Rwanda as requested. Services shall be provided upon receipt of a Purchase order from Heifer International Rwanda, in accordance with the agreed schedule, designated pick-up and drop-off locations, and required service timelines.



Award Criteria:

Preliminary Examination of Administrative Requirements – Assessment of compliance with all administrative requirements will be conducted on a pass/fail basis.

Technical Evaluation – Technical compliance shall be assessed on a pass/fail basis against the Scope of work and Technical Requirements, using Table A, the fleet list, vehicle insurance copies, experience records, completion certificate(s), and the signed compliance declaration. Bidders shall identify any deviation explicitly. Only technically compliant quotations will proceed to financial evaluation.

Financial Evaluation: Among administrative and technically compliant quotations, award shall be based on the lowest evaluated total cost using the same estimated quantities and service assumptions for all bidders. The evaluation basket shall comprise [team to insert estimated days by vehicle category, location, weekday/weekend/public holiday; overnight stays; overtime; mileage; and office car usage]. Evaluated cost shall equal the applicable quoted rates multiplied by these quantities, plus applicable additional charges, inclusive of all taxes. The quantities are for evaluation and do not guarantee purchase volumes. [Team to confirm whether award is to one provider for all categories or by category/lot, and state the corresponding evaluation method before issue.]

Deadline for submission:

Bids must be submitted electronically to email: procurement-rw@heifer.org with clear subject line: “(Provision of Transport services to Heifer International Rwanda) and submitted by **23rd October 2026 at 5:00pm** Kigali time.

Late submissions and verification

Quotations received after the submission deadline will not be considered. Bidders are responsible for ensuring their quotations are submitted according to the instructions stated herein.

Heifer retains the right to terminate this RFQ or modify the requirements upon notification to the bidders.

Validity of Quotes

Quotations submitted shall remain open for acceptance for 90 days from the last date specified for receipt of quotations. This includes pricing, terms and conditions, service levels, and all other information. If your organization is selected, all information in this document and the negotiation process are contractually binding.

Limitations

This RFQ does not represent a commitment to award a contract, to pay any costs incurred in the preparation of a response to this RFQ, or to procure or to contract for services or supplies. Heifer reserves the right to fund any or none of the applications submitted and reserves the right to accept or reject in its entirety and absolute discretion any proposal received because of the RFQ.

Intellectual Property

Section 1. Ownership Generally. Subject to Section 8.2 below, any intellectual property (including but not limited to copyrights, trademarks, service marks, and patents), intellectual property rights, deliverables, manuals, works, ideas, discoveries, inventions, products, writings, photographs, videos, drawings, lists, data, strategies, materials, processes, procedures, systems, programs, devices, operations, or information developed in whole or in part by or on behalf of Contractor or its employees or agents in connection with the



Services and/or Goods (collectively, the “Work Product”) shall be the exclusive property of HPI. Upon request, Contractor shall sign all documents and take any and all actions necessary to confirm or perfect HPI’s exclusive ownership of the Work Product.

Section 2. Prior-Owned Intellectual Property. Any intellectual property owned by a Party prior to the Effective Date (“Prior-Owned IP”) shall remain that Party’s sole and exclusive property. Regarding any of Contractor’s Prior-Owned IP included in the Work Product, Contractor shall retain ownership, and hereby grants HPI a permanent, non-exclusive, royalty-free, worldwide, irrevocable right and license to use, copy, reproduce, publicly display, edit, revise, perform, and distribute said intellectual property, in any format or any medium, as part of the Work Product.

Section 3. Work Made for Hire. To the extent copyright laws apply to the Work Product, the Parties agree that (a) HPI specially ordered or commissioned the Work Product, (b) the Work Product is a “work made for hire” under United States copyright laws, and (c) HPI shall be deemed the author thereof and shall own all right, title, and interest therein. To the extent such rights, in whole or in part, do not vest in HPI as a “work made for hire”, Contractor hereby irrevocably grants, assigns, and transfers to HPI, exclusively and in perpetuity, all of Contractor’s rights of any kind or nature, now known or hereafter devised, in, to, and in connection with the Work Product, and HPI shall solely and exclusively own any and all rights therein, and in the elements thereof, including but not limited to any and all allied, ancillary, subsidiary, incidental, and adaptation rights. Contractor hereby waives all rights known as “moral rights”, and any similar rights, which Contractor may have in connection with the Work Product. The description of Services and/or Goods provided in this Agreement shall in no way limit the way HPI may use the Work Product.



Annex 1: Commitment letter

COMPANY HEADER

TRANSPORTATION SERVICES COMPLIANCE DECLARATION

To: Heifer International Rwanda

Subject: Declaration of Compliance with Transportation Services Requirements

We, the undersigned, hereby confirm that our company has experience in providing transportation services and currently applies the following practices in its operations, which we will continue to uphold when providing services to Heifer International Rwanda.

Effective Communication: We maintain effective communication with our Heifer International RwandaHeifer International Rwandas to establish and sustain positive working relationships.

Customer Satisfaction and Follow-up: We consistently respond to Heifer International RwandaHeifer International Rwanda needs, address concerns, and follow up throughout service delivery to ensure customer satisfaction.

Service Delivery Planning: We develop service delivery plans tailored to Heifer International RwandaHeifer International Rwanda requirements and adapt our services to changing operational needs.

Safe Transportation: We will transport staff, goods, and livestock safely and on time in accordance with the SOW, including the stated requirements for livestock transportation.

Vehicle Maintenance and Ethical Conduct: We maintain our vehicles in good operating condition, conduct regular technical inspections, and operate transparently and ethically, with zero tolerance for fraud and corruption.

Driver Qualifications and Conduct: We provide professional and disciplined drivers and motorcycle riders who hold valid driving licences appropriate to their assigned vehicles and comply with applicable traffic laws and regulations.

Vehicle Insurance and Registration: The vehicles we operate are covered by valid insurance policies, properly registered, and compliant with applicable traffic laws and regulations.

Vehicle Age and Condition: Vehicles meet the required model year of 2015 or newer, and motorcycles meet the model year requirement specified in the RFQ. Passenger cars and buses have leather-covered seats. All vehicles and motorcycles are maintained in good mechanical condition.

Vehicle Replacement: When a vehicle experiences a technical problem during a mission, we promptly arrange a replacement vehicle of the same category to minimize service disruptions.

Fleet Availability: We have access to the categories of vehicles required for our operations and are able to provide the vehicle types specified in the Request for Quotation as needed.

We confirm compliance with the Scope of Work and Technical Requirements in this RFQ, subject only to deviations explicitly identified in our quotation. We will apply these requirements throughout service delivery.

Company Name: _____

Name of Authorized Representative: _____

Position: _____

Signature and Company Stamp: _____

Date: _____