



# Zipline

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## Request for Proposal (RFP)

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Service: HR Recruitment Firm  
Date: February 09, 2025

**Issued by:** Zipline Rwanda Ltd.

**RFP Number:** ZR-RFP-2026-01

**Issue Date:** February 09, 2026

**Response Deadline:** February 20 2026, 6:00 PM

## 1. Company Overview

Zipline Rwanda Ltd. is a global leader in autonomous logistics, delivering innovative solutions to improve access to healthcare, consumer products, and food. Operating across eight countries on four continents, Zipline is committed to reducing emissions, expanding economic opportunities, and enhancing life-saving logistics services.

## 2. Purpose

Zipline Rwanda Ltd. is seeking proposals from qualified personnel recruitment Firms capable of:

- Identifying, attracting, and selecting qualified candidates for executives, managers, general labourers and any other supervisory roles.
- Conducting thorough assessments of candidates' competencies and experiences.
- Conduct reference checks on candidates.
- Ensuring a recruitment process that adheres to established timelines and maintains the highest quality standards.
- Managing payroll, performance and general welfare of outsourced staff.

## 3. Scope of Work:

The selected firm will be responsible for delivering the following services:

- **Needs Analysis:** Understand the specific requirements of the positions to be filled and the organizational culture of Zipline.
- **Candidate Sourcing:** Identify and evaluate potential candidates utilizing diverse sourcing strategies.
- **Candidate Assessment:** Conduct interviews and any psychometric evaluations to gauge candidate suitability or as directed by Zipline.
- **Reporting and Recommendations:** Provide a comprehensive report on candidates, including well-informed recommendations for selection.
- **Support:** Assist Zipline during negotiation and integration phases for the selected candidates.
- **Payroll** management and supervision of the outsourced staff. The staff will be employees of the recruiting firm.

### Deliverables

- **Coordination of the Interview Process:** Schedule and facilitate interviews with candidates and panel members, preparing questions and assessment materials in collaboration with Zipline HR specialists.
- **Conducting Interviews:** Perform interviews to ensure professional experience for all participants.
- **Scoring and Feedback:** Evaluate candidates against predetermined criteria and provide structured feedback to the interview panel.(Zipline must be involved in final interviews)
- **Documentation of Proceedings:** Maintain confidentiality and facilitate communication among stakeholders, compiling comprehensive reports that summarize interview outcomes and recommendations.
- **Postscript** - If any of the shortlisted candidates does not meet the hiring managers' expectations, Zipline may ask for additional candidates for review.
- **Reference** and background check of candidates

## 4. Evaluation Criteria

### a) Mandatory Requirements

- Company profile.
- Trading license or Certificate of incorporation or Certificate of Registration (RDB)
- Valid Tax Compliance certificate.
- CVs of Key personnel.

## b) Technical Evaluation Criteria Summary

Interested firms shall be evaluated against the following technical evaluation criteria.

- Organizational Capacity .....10%
  - i. Company profile, company accreditations and certifications.
  - ii. The firm shall have presence in Rwanda and demonstrate experience in working in other African countries.
- Experience in similar assignments .....30%
  - i. The firm must demonstrate experience in executive and specialist (programmatic) recruitment.
  - ii. The firm must demonstrate experience in recruitment for other similar organizations.
  - iii. The firm must demonstrate ability to scope and contextualize organization needs and draft winning recruitment strategies.
  - iv. The firm must provide a detailed reference list indicating the scope and magnitude of similar assignments carried out.
- Proposed approach, methodology and work plan.....30%
  - i. Understanding of the project/assignment requirements, practicality of the proposed methodology relative to the context of the assignment, proposed work plan, staffing schedule, risk assessment and mitigation strategies integrated into the assignment, planning, appropriateness of the implementation schedule to the project timelines and project quality assurance measures.
  - ii. The firm must demonstrate the ability to engage hiring managers and work with the Zipline Rwanda Talent Acquisition team on position briefs and monitor implementation plans throughout the process to successful completion.
  - iii. Ability to use different assessment tools to support the selection process.
  - iv. Ability to conduct due diligence and have existing tools to manage credible background checks for recommended candidates.
- Experience and Qualifications of key personnel.....30%

Total Score.....100%

NB: Only the Firm with the best technical proposal equal or above 60% shall proceed to financial evaluation.

## 5. Submission Requirements

Firms are required to include the following in their proposals:

- **Financial proposal i.e. Detailed Pricing:** Detailed cost breakdown (including taxes). The preferred cost breakdown is unit cost per role category as follows:
  - i. 2 Facility Support Lead (1 in Kayonza ,and 1 in Muhanga)
  - ii. 7 drivers (2 in Kayonza, 3 in Muhanga and 2 in Kigali)
  - lii. 7 Box makers ( Location to be shared)
  - lv. 6 Cleaners (Locations to be shared)
- **Delivery Terms:** Confirmation of the ability to meet the 15-day recruitment and onboarding.

- **Technical proposal** detailing Supplier Experience in years, attachment of all necessary business permits and licenses, mention of coverage locations or branches if any, personnel capacity in terms of number of personnel and their qualifications, and references to similar projects completed.
- **References:** Contact details of at least three previous clients. Signed reference letters are an added advantage.

## 6. Submission Deadline

All proposals must be submitted by **February 20, 2025, 6:00 PM**, in PDF format Late submissions will not be considered.

### Submission Details:

- **Name:** Zipline Rwanda Ltd
- **TIN Number:** 103652894
- **Address:** Norrsken Kigali House
- **PO Box:** 6381 Kigali
- **Email:** [africa.procurement@flyzipline.com](mailto:africa.procurement@flyzipline.com) , [sylvie.umuhoza@flyzipline.com](mailto:sylvie.umuhoza@flyzipline.com) , [joseph.lumumba@flyzipline.com](mailto:joseph.lumumba@flyzipline.com)
- **Phone:** +250784761314

## 7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Total Score:** Your Proposal's total score will be calculated as the weighted sum of your technical score and your financial score. The relative weights will be
  - **Technical: 70%**
  - **Financial: 30%**

Thus, for example, if your technical score is 83% and your financial score is 77%, you will receive a total score of  $83 * 70\% + 77 * 30\% = 58.1\% + 23.1\% = 81.2\%$ .

- The total score will determine the most suitable vendor, and the vendor with the highest overall score will be selected.

## 8. Confidentiality

All submitted information will be treated as confidential and used solely for the purpose of evaluating proposals.

**We look forward to receiving your proposal and establishing a mutually beneficial partnership.**