



Zipline

Request for Quotation (RFQ)

Service: Medical Insurance Provision

Date: April 15, 2025

Issued by: Zipline Rwanda Ltd.

RFP Number: ZR-RFQ-2026-01

Issue Date: April 15, 2026

Response Deadline: April 30, 2026

1. INTRODUCTION

Zipline Rwanda Ltd hereby invites quotations from pre-qualified medical insurance providers for the purpose of renewing medical insurance coverage for the upcoming policy period.

This RFQ is issued in lieu of a new RFP, The selected provider will be expected to ensure continuity of coverage and maintain service quality in line with the agreed terms and conditions.

2. COMPANY OVERVIEW

Zipline is on a mission to build the world’s first logistics system that serves all people equally. Since commencing operations in Rwanda in 2016, Zipline has expanded globally and continues to support healthcare delivery, logistics innovation, and economic opportunity at scale.

3. SCOPE OF COVER

The scope of medical insurance coverage includes:

- Inpatient
- Outpatient
- Dental
- Optical
- Maternity

Coverage applies to employees and their dependents, distributed as follows:

Category	Description	Number
M	Employee Only	171
M+1	Employee + 1 Dependent	54
M+2	Employee + 2 Dependents	81
M+3	Employee + 3 Dependents	36
M+4	Employee + 4 Dependents	20

Any proposed deviation from the above scope must be clearly highlighted in the quotation.

4. RFQ REQUIREMENTS

Bidders are requested to submit a commercial quotation only, addressing the following:

1. Confirmation of applicable rates for the upcoming policy period
2. Confirmation if the quoted rates maintain the same benefits and coverage as submitted
3. RDB Certificate
4. RSSB Certificate
5. RRA Certificate
6. At least 3 References certificates.

5. PRICING AND CURRENCY

- Prices must be fixed and firm for the full policy period
- All prices shall be quoted in Rwandan Francs (RWF)
- Prices must be inclusive of all applicable taxes, including VAT
- Zipline Rwanda Ltd will not accept additional charges beyond those explicitly stated in the quotation

6. EVALUATION METHOD

Evaluation under this RFQ will be based on:

- Commercial competitiveness of quoted rates
- Value-added discounts or pricing incentives
- Confirmation of alignment with the existing scope of cover

Zipline reserves the right to seek clarifications or engage in limited commercial negotiations prior to final award.

7. CONDITIONS

- This RFQ does not constitute a commitment to award a contract
- Zipline reserves the right to accept or reject any quotation
- All costs incurred in preparing the quotation shall be borne by the bidder
- The successful bidder will be required to enter into a formal renewal agreement with Zipline Rwanda Ltd

8. SUBMISSION INSTRUCTIONS

Submission Deadline: 30th April 2026

Submission Format: PDF

Email Subject Line:

RFQ Response - Medical Insurance provision 2026 - Zipline Rwanda Ltd

Submission Email:

[✉️ rwanda.bids@flyzipline.com](mailto:rwanda.bids@flyzipline.com) & africa.procurement@flyzipline.com,

9. CONTACT INFORMATION

For clarification related to this RFQ, please contact:

- **Company:** Zipline Rwanda Ltd
- **Email:** rwanda.bids@flyzipline.com & africa.procurement@flyzipline.com

Sincerely,

Procurement
Zipline Rwanda Ltd