

REQUEST FOR PROPOSAL

RFP Release Date:	April 04, 2025
Proposal Submission Deadline:	April 25, 2025
Electronic submission to the attention of:	Africa Region Procurement
Electronic submission:	procurement-rng@heifer.org
Contact information for inquiries about this RFP:	procurement-rng@heifer.org

Title	Heifer Africa Travel Management Services
Type of Appointment	Independent Contractor Agreement

1. Introduction

For more than 75 years, Heifer International has worked with people all around the world to end hunger and poverty and care for the Earth.

Heifer's International is a non-profit organization with a mission to end hunger and poverty in partnership with the communities we serve. As a private, non-governmental organization based in Little Rock, Arkansas, Heifer has created lasting change for farming households in over 125 countries across Latin America, Africa, Asia, and Eastern Europe for over 75 years. Our programs support entrepreneurs around the world, creating lasting change from the ground up. It begins with a seed investment of livestock or agriculture, followed by mentorship to help project participants build a business, and ultimately to gain access to supply chains and markets. These families can earn a living income and continuously lift their communities as they train the next generation of leaders. More information about Heifer is available at: www.heifer.org

2. RFP Overview:

We are seeking proposals from experienced travel management companies to provide comprehensive travel management services to our employees. The objective is to find a company that can deliver reliable and efficient travel services while keeping costs within budget.

3. Scope of Services:

The selected travel management company will be responsible for providing the following services:

- Booking air, rail, and ground transportation for domestic and international travel
- Visa application and processing services
- Managing travel expenses, including lodging, meals, travel insurances and incidentals
- Negotiating discounted rates with airlines, hotels, and car rental companies



- Providing **24/7** emergency travel assistance to employees
- Providing detailed travel itineraries and trip summaries to employees
- Developing and implementing travel policies and procedures to ensure compliance with company guidelines.
- Providing regular reports on travel spending and cost savings monthly

4. Proposal Requirements:

Proposals should include the following information:

- Company Profile: Providing an overview of the vendor's years of experience, number of employees, and locations.
- Certificate of Incorporation or Business Registration Certificate. (CAC)
- Tax Compliance Certificate- Tax Clearance Certificate (TCC)
- Must have National Association of Nigeria Travel Agencies (NANTA) membership certificate
- Description of services offered and how they meet our company's needs.
- Information on the company's technology and tools for managing travel.
- Explanation of the company's approach to negotiating rates with airlines, hotels, and car rental companies.
- Details on the company's emergency travel assistance services and response times.
- Examples of successful implementations of travel management services for other clients.
- Pricing structure, including any fees or commissions charged by the company.
- References from current or past clients
- Any additional information that would help us evaluate the proposal.

5. Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Experience and expertise in travel management services
- Understanding of our company's needs and ability to provide customized solutions.
- Quality of technology and tools for managing travel
- 85% success rate in obtaining visas across the globe, negotiating discounted rates with airlines, hotels, and car rental companies.
- Availability and responsiveness of emergency travel assistance services
- Pricing structure and value for services provided.
- References from current or past clients
- Have minimum of 7 years industry experience in providing Travel Management services, with proven evidence of success, expertise, knowledge in this field.
- Be able to work with HPI business structure, schedule, and processes, must be committed to delivering quality output.
- Have experience working with INGO/International companies. Proposal must include Management fees and SLA for the services stated above, preferred payment plan, airline partners and referral or commendation message from at least three of your existing clients.

Proposal evaluation focus	Percentage
Accuracy and relevance of the proposed technical approach and methodology	30%
Completeness of proposal according to the RFP (general information, activity plan, budget, team expertise, etc.)	30%
Relevance and capability/skill to implement/manage the assignment	20%
Budget justification and costs realism	20%
Total	100%

Selection Process:

After the proposals are evaluated, selected companies may be invited to present their proposals to our team. We reserve the right to request additional information or clarification from any company submitting a proposal. The final decision will be based on the evaluation criteria and the best overall value for our company.

6. Proposal Submission:

Interested firms should respond with a proposal electronically via e-mail at procurement-rng@heifer.org and copy ignatius.nmakwe@heifer.org, Chileme.ndukwe@heifer.org.

Please send any additional questions to the same e-mail address.

The proposals are due no later than **5:00pm WAT, Friday, 25 April 2025**.

Strict adherence to above stated timeline is advised.

Please quote **“RFQ - Heifer Africa Travel Management Services”** as email subject.

Any late proposal submissions will not be reviewed. Only short-listed companies/consultants will be contacted.

7. Limitations

This RFP does not represent a commitment to award a contract, to pay any costs incurred in the preparation of a response to this RFP, 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 as a result of the RFP.

Intellectual Property