



REQUEST FOR PROPOSAL

RFP Release Date:	July 7, 2025
Proposal Submission Deadline:	August 8, 2025
Question / Inquiry Deadline	July 25, 2025
Electronic submission to the attention of:	HPI-ARO Procurement Team
Electronic submission:	procurement-rng@heifer.org
Contact information for inquiries about this RFP:	procurement-rng@heifer.org

Title	Driver & Vehicle Outsourcing Services
Type of Appointment	Independent Contractor Agreement

Terms of Reference

1. General Information

This document is being issued to solicit applications from experienced driver management companies to provide comprehensive and professional chauffeur services and vehicle outsource services. The services will include: the provision of vehicles and well trained, experienced drivers with capacity to operate and maintaining vehicles in safe, efficient functional condition. The personnel will operate Heifer Africa Regional Office company cars on a daily business within Lagos, Nigeria. The term of reference contains background information, the desired methodology, including objectives, the timeframe for conducting the final evaluation, and a list of deliverables. This document also contains information about the kind of expertise that Heifer seeks in this activity and guidance on how to submit a proposal to conduct the activity.

2. 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 changes 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

3. Purpose and Objective

3.1. Provision of various categories of vehicles for official purposes.

3.2 The outsourced personnel should have knowledge, experience and capacity to:

- Understand needs for maintenance of vehicles.
- Prepare reports of delays and mishaps.
- Expertly follow rules of organization.
- Perform duties on time and can handle pressures without faults.
- Have capacity to conduct business in the most professional manner with attitude to represent a good image of Heifer Nigeria Limited.
- Manage vehicles and safety equipment.
- Maintain procedures and route scheduling.
- Clean vehicles and other equipment.
- Make quick decision.

4. Scope of Work

4.1 Provision of various categories of vehicles for official purposes.

4.2 Outsource drivers are responsible for taking the team of Heifer Africa Regional Office to and from their homes, field, and workplaces using a vehicle. They offer point-to-point services and, in some cases, also sight-seeing trips around cities for their client. Outsource driver will only operate the vehicles assigned by Heifer Africa Regional Office to their employee. They are also required to assist their client, run errands, and carry luggage.

Responsibilities are stated below:

- Operates assigned vehicle in a safe and courteous manner
- Discharge driving duties in a professional manner with good defensive driving skills
- Reads and understand maps, driving directions and road sign to plan the most efficient route service.
- Keeps the assigned vehicle clean inside and outside.
- Maintains accurate, up-to-date records on trip sheets, vehicle maintenance, fuel purchases, incident reports, accident reports, vehicle condition reports that are requested from management.
- Performs minor maintenance tasks on assigned vehicle(s) as required
- Responds immediately to accident or medical emergencies by notifying emergency response providers, and rendering First Aid until emergency personnel arrive
- Hardworking with a sense of punctuality
- Non-driving period, driver will assist in packing goods, loading and unloading
- Mobile phone should be always switched on and available
- Should dress up clean and neat.
- Any penalty occurred because of not following the rules and regulations the fined amount should be borne by the driver.
- Maintaining tire pressure and keeping fuel level at adequate level.
- Inspecting the interior and exterior electrical and mechanical component.
- Ensuring that the vehicle is equipped with necessary statutory amenities
- Checking car conditions e.g. engine fluids.
- Establishes car services appointment
- Vehicle must be spotless in appearance and ready to drive without issue at all times



5. Proposal submission requirements:

In addition to considering the overall objectives of Heifer Africa Regional Office when responding to this RFP, we suggest you keep in mind the following guidelines. This list is not intended to be all-inclusive but offers broad guidelines to assist you in understanding our objectives.

The Technical Proposal (*This must be submitted in a separate file*) and should include:

- Company profile and registration information (maximum 3 pages/slides)
- Team structure, roles, and CVs of key team members (maximum 3 pages/slides total)
- Understanding of the assignment and proposed approach including methodology and work plan, quality assurance and client management approach (maximum 6 pages/slides)

References: (maximum 3 pages)

- References from 3 past or current clients (preferably, but not limited to, international development organizations)
- Brief description of services provided to these clients and their contact information

The Financial Proposal (*This must be submitted in a separate file*) and should include: (A maximum 5 pages/slides) containing:

- Proposed rates for vehicle rental rates
- Proposed Outsourced driver salary structure
- Proposed reimbursable expenses, if any
- Proposed payment schedule
- Other applicable costs.

6. Proposal Submission:

Interested firms eligible to implement this assignment are invited to submit their proposals electronically (***both technical and financial in separate files***) to the following email address at procurement-rng@heifer.org with the subject line: **Driver & Vehicle Outsourcing Services RFP**.

Deadline for Submission:

All applications must be submitted electronically and are due no later than **5:00pm WAT, Thursday, 08 August 2025**.

Please send any additional questions to the same e-mail address, strict adherence to above stated timeline is advised.

Please include the name of the person in your organization who will be involved in negotiating the contract as well as your telephone and email contact information. Submissions should be in English and typed single-spaced using Times New Roman font size 12, with a complete set of appendices/attachments as applicable. All pages must be numbered and include the RFP name and name of the organization at the bottom of each page.

The successful consultant firm will be required to produce the following documents before entering into an Independent Contractor Agreement (ICA) with Heifer:

- Certificate of Incorporation or Business Registration Certificate.
- A Partnership Deed if you are running a partnership business.
- Audited financial statements for the last 3 years.



- Tax Compliance Certificate.
- Physical location including town, building, room number and postal address.
- Trade reference and clientele list of similar work done, including their respective contacts

Late submissions and verification:

Proposal received after the submission deadline will not be considered. Offerors are responsible for ensuring their proposals are submitted according to the instructions stated herein. Heifer retains the right to terminate this RFP or modify the requirements upon notification to the Offerors.

7. Selection Criteria

The submitted proposals must clearly demonstrate alignment with the SOW outlined above with appropriate level of details. An agreement will be signed with the Offeror whose proposal follows the instructions in this RFP. Proposals will be evaluated according to the following criteria:

Proposal evaluation focus	Percentage
Understanding of the assignment and proposed approach	30%
Completeness of proposal according to the RFP (general information, activity plan, client references, qualification and expertise of proposed team, etc.)	30%
Relevance and capability/skill to implement/manage the assignment	20%
Budget justification and costs realism without compromising quality	20%
Total	100%

The selection committee will evaluate the technical proposal based upon the criteria listed above and the financial proposal will evaluate the reasonableness of costs and cost-effectiveness in the budget. We reserve the right to request further information and hold discussions/ negotiations with you after having received your responses.

8. 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.

9. Intellectual Property

Section 9.1. Ownership Generally, any intellectual property (including but not limited to copyrights, trademarks, servicemarks, 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 9.2. 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. With regard to 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 9.3. 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 any and 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 manner in which HPI may use the Work Product.

10. Applicable Regulations

Offerors must be legally eligible to operate within the country where activities will be performed and comply with local applicable legislation, including but not limited to labor law, financial requirements, taxes, etc.

Appendix

Proposal preparation Guidelines

1. Technical Expertise (Business Profile/ Manpower)

- 1.1. Provide us with detailed information about your company. Which business areas does your company provide service?
- 1.2. Do you provide service in other countries other than in Nigeria
- 1.3. Number of employees?
- 1.4. What are the Company's areas of expertise
- 1.5. What sets your company apart from other onshore/offshore driver's outsourcing companies?
- 1.6. Number of personnel with required qualifications to be assigned for the provision of the services

2. Experience, Customer Base and References

- 2.1 How long has your company been a provider of driver & Vehicle outsourcing service
- 2.2 List three of your existing clients, of which Heifer Africa Regional Office can request a referral

3. Management

- 3.1 Describe the composition of a dedicated team. What is the role of each member?
- 3.2 To what level will senior management participate in planning, development and other aspects of this account?

4. Service Quality

- 4.1 Describe your company's procedure for handling recruitment of drivers
- 4.2 Describe your company's procedure for handling conflict & grievance management
- 4.3 Describe your company's procedure for personnel management training
- 4.4 Describe your company's procedure for monitoring and tracking driver's performance appraisals and motivation
- 4.5 Describe your internal technical and quality assurance review mechanisms
- 4.6 Explain if any work would be subcontracted, to whom and of what percentage
- 4.7 Explain clearly and precisely how your product or services will meet the requirements of Heifer.
- 4.8 Explain the relevance of any technical information provided.
- 4.9 Address any issue you feel may have been overlooked and explain why it is relevant to the Heifer Africa Regional Office.

Your price quotations should reflect your best price proposal, as this data will serve as the basis for the competitiveness evaluation.