



## **REQUEST FOR EXPRESSION OF INTEREST (REOI)**

### **(TRANSPORT SERVICES – FIRM SELECTION)**

**TITLE: Hiring third party logistics company for last mile service delivery of health commodities.**

**TENDER NUMBER: 027/NC/EOI/2024/2025/RMS**

**CLIENT: RWANDA MEDICAL SUPPLY (RMS) LIMITED**

**SOURCE OF FUNDS: OWN INCOME**

**Dear Esteemed bidders,**

### **1. Introduction**

Rwanda Medical Supply Limited (RMS) is a government-owned corporation responsible for ensuring the timely and efficient distribution of medicines, medical supplies, and consumables to healthcare facilities nationwide. To optimize its distribution network, RMS is seeking a qualified Third-Party Logistics (3PL) provider to enhance last-mile delivery services, particularly in the Kigali region.

### **2. Background**

RMS is undergoing a distribution network optimization process that involves consolidating regional warehouses into a central hub. While this centralization improves efficiency, it may impact the delivery time to smaller healthcare facilities, such as health posts. To mitigate this, RMS requires a reliable 3PL partner to provide rapid and cost-effective delivery services.

By partnering with a qualified 3PL provider, RMS aims to enhance its distribution efficiency, improve customer satisfaction, and ultimately improve access to essential healthcare services

### **3. Scope of Work**

RMS will be scaling the service in a phased manner starting with the City of Kigali. The list of health Posts to be served in the first phase are annexed.

The 3PL provider will be responsible for the following:

- **Last-mile delivery:** Picking up orders from the RMS central warehouse (kacyiru and Masoro Free trade zone) after a call from RMS and delivering them to healthcare facilities, primarily health posts, within the same day.

- **Order tracking:** Implementing a real-time tracking system to monitor order progress and provide visibility to RMS.

#### **4. Key Responsibilities**

- Ensure timely and accurate delivery of pharmaceutical products to healthcare facilities.
- Maintain effective communication with RMS and healthcare facilities.
- Comply with all relevant regulations and standards for pharmaceutical transportation.
- Provide regular reports on delivery performance, including metrics such as on-time delivery rates and customer satisfaction.

#### **5. Required Qualifications/shortlisting criteria are the following:**

- Letter of expression of interest.
- Certificate of incorporation/Trading License showing that the bidder is registered in areas of last-mile delivery, transport, courier services, or related services.
- Short introduction of the Company/Company profile including contacts, location, Overview of past and/or current client (s) (*Note: please indicate only organizations/company*).
- Copy of valid RRA clearance certificate.
- Proven experience of at least three (3) years in last-mile delivery, experience in the healthcare sector will be an added value.
- A fleet of motorcycles or other suitable vehicles for quick and efficient delivery. The bidder should provide a proof of possession or renting agreement of at least ten (10) motorcycles or other related fleets that deal with last-mile delivery. For instance, a picture of proposed either motorcycles or other suitable vehicles should be provided to ensure they are good fit for transportation of pharmaceutical products.
- A robust order management and tracking system. The bidder should indicate the tracking system is using with its fleet management.
- The bidder to indicate its capability to transport sensitive and fragile products.

#### **6. Duration of Contract**

The initial contract term will be for 1years, renewable every year up to three years, with the possibility of extension based on performance evaluation.

#### **7. Submission and deadline**

Well printed expression of interests, properly bound and presented in two copies, one of which is the original, must be couriered or hand-delivered in a sealed envelope marking the reference number of the tender at the reception of the address below before **16/08/2024** at 10:00 am local time. Late EOI will not be accepted. EOI opening will be the same day at **10:30am** local time at the following address.

**RWANDA MEDICAL SUPPLY (RMS) LIMITED**

**Village: Virunga**

**Cell: Kibaza**

**Sector: Kacyiru**  
**District: Gasabo**  
**KN 8 Ave, Kigali**

All interested bidders may obtain some complementary information by writing to the email [rmsltd.procurement@rmsltd.rw](mailto:rmsltd.procurement@rmsltd.rw), copy to [yihirwe@rmsltd.rw](mailto:yihirwe@rmsltd.rw), [jmurwanashyaka@rmsltd.rw](mailto:jmurwanashyaka@rmsltd.rw) and [indekezi@rmsltd.rw](mailto:indekezi@rmsltd.rw) within three-sixths (3/6) of the deadline period for the submission of EOI.

**Note:**

- The prices are not required at this stage.
- Following this Expression of Interest, a short list of prequalified 3 PL firms will be compiled, thereafter the Request for offer will be issued to them.

Done at Kigali on 08/08/2024

**Dr. LOKO ABRAHAM**  
**Chief Executive Officer of RMS Ltd**