



REQUEST FOR EXPRESSION OF INTEREST (EOI)

Title: Provision of Manpower Services for Loading, Offloading and Warehouse Rearrangement

Reference No: 227/NC/EOI/2025/2026/RMS

Date: ...~~26~~/06/2026

1. Background

Rwanda Medical Supply Limited (RMS Ltd) is the national authority responsible for the procurement, storage, and distribution of health commodities across Rwanda. As part of its core warehousing operations, RMS Ltd requires reliable manpower services for the loading and offloading of trucks and vehicles transporting goods to and from RMS warehouses, as well as for the physical rearrangement and organization of stock within those warehouses.

RMS Ltd has resolved to adopt a Monthly Flat-Fee Model for the contract to ensure predictable, transparent, and accountable service delivery.

These Terms of Reference (TOR) govern the selection of a qualified service provider (cooperative or company) to supply 120 permanent manpower staff to carry out loading, offloading, and warehouse rearrangement activities under a fixed monthly flat-fee arrangement.

2. Tender Scope

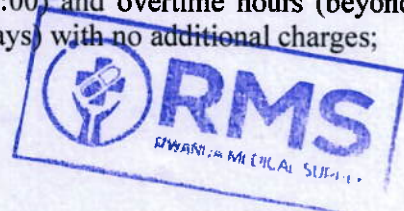
This tender seeks to engage a qualified service provider to supply organized, experienced, and disciplined manpower for:

- Loading and offloading of medical products, commodities, and goods onto and from trucks and vehicles transporting goods to and from RMS Ltd warehouse sites;
- Rearrangement and physical organization of warehouse stock, including the movement, stacking, sorting, and relabeling of medical supplies and other stored goods within RMS warehouses;
- Loading and offloading of office furniture, stationery, materials, and other items as required;
- Other related manpower services that RMS may require from time to time in connection with the movement of goods within or between RMS facilities.

3. Proposed Payment Model after prequalification results— Monthly Flat-Fee

Bidders shall submit a single monthly flat-fee price covering the deployment of 120 permanent staff for all services specified in these TOR. The submitted price must:

- Be inclusive of all costs, including staff wages, statutory social security contributions (RSSB), transport and meals allowances, protective equipment and uniforms, management/supervision costs, and any other costs associated with service delivery;
- Cover regular hours (Monday to Friday, 08:00–17:00) and overtime hours (beyond 17:00 on working days, weekends, and public holidays) with no additional charges;





- Remain fixed for the duration of the contract, subject only to adjustment in accordance with any annual escalation clause agreed between the parties;

4. Manpower Requirements

The service provider shall deploy a minimum of 120 permanent workers at RMS warehouses. All workers deployed shall be responsible for carrying out the following activities:

- Loading of medical products and other goods onto trucks, long-chassis vehicles, pickup trucks, and any other vehicle used by or on behalf of RMS;
- Offloading of incoming shipments of medical products, pharmaceutical supplies, and general goods from all vehicle types at RMS warehouse gates;
- Physical rearrangement of warehouse stock, including repositioning of pallets and boxes, restacking, rotation of stock by expiry date, and organization of storage bays in accordance with RMS warehouse management protocols;
- Supporting stocktaking and inventory verification activities as directed by the RMS Warehouse Manager;
- Handling of office furniture, equipment, stationery, and related items during any internal moves at RMS premises;
- Any other loading, offloading, or physical handling tasks assigned by the RMS Warehouse Management Team.

4.1 Daily Deployment Schedule

Shift / Period	Working Hours	Staff Deployed
Regular Shift	Monday to Friday, 08:00 – 17:00	120 permanent workers

Note: All shift coverage is included in the flat monthly fee. No additional invoicing for overtime or weekend shifts is permitted.

5. Eligibility and Qualification Requirements

To qualify for this tender, the cooperative or company shall:

- Be duly registered and legally valid for at least 5 years from the date of its registration;
- Provide at least three (3) certificates of similar rendered services.
- Provide, at the time of bid submission, a list of at least 120 permanent workers proposed for deployment, accompanied by the staff information annex (Annex 1) and a copy of the national identity document (Indangamuntu) for each proposed worker;
- Demonstrate that each proposed worker is at least 18 years of age;
- experience in loading, offloading, or physical warehouse handling services, evidenced by a valid reference letter or service certificate from a previous employer;
- Confirm that all proposed workers are available for deployment on all working days, weekends (when required), and public holidays (when required) as required under this TOR;
- Confirm full compliance with Rwandan labour law.



- The company or cooperative should commit them serves that the provided workers shall be registered with RSSB before the signature of the contract and possess health insurance (CBHI)

6. Integrity Controls and Anti-Fraud Requirements

The following controls are incorporated as mandatory obligations on the service provider to ensure transparency and accountability:

- The service provider shall not submit, approve, or co-sign any service delivery document that does not accurately reflect the actual services rendered.
- RMS Ltd reserves the right to verify worker attendance through independent means, including random physical counts at any RMS warehouse site;
- The service provider shall not substitute any worker on the approved list without the prior written consent of the RMS Warehouse Manager. Any unauthorized substitution discovered during an audit shall constitute a breach of contract.

7. Performance and Contract Management

- The service provider shall designate one (1) on-site supervisor per shift who shall be the primary liaison with the RMS Warehouse Manager;
- Monthly performance reviews shall be conducted between the RMS Warehouse Manager and the service provider's supervisor to assess adequacy of deployment, worker conduct, and compliance with this TOR;
- RMS shall have the right to request the replacement of any worker whose conduct, competence, or attendance falls below the standards required;
- **The service provider shall provide personal protective equipment (PPE) to all deployed workers, including safety boots, gloves, overall and helmet, at no additional cost to RMS.**

8. Payment Terms

Payment shall be made on a monthly flat-fee basis. The following conditions apply:

- The service provider shall submit one invoice per calendar month, accompanied by the signed attendance records for the period;
- RMS shall verify the invoice against the attendance records before approval. If there is evidence that fewer than the agreed number of workers were deployed during the month without prior written agreement, RMS reserves the right to withhold or adjust payment on a pro-rata basis;
- Approved invoices shall be paid within thirty (30) calendar days of submission and verification;
- No additional charges for overtime, weekend work, or public holiday work shall be accepted. The flat fee is all taxes inclusive;

ANNEX 1
List of Proposed Workers for Loading, Offloading and Warehouse Rearrangement Services at RMS Ltd
Amazina y'Abakozi Basabwa Gukorera RMS

No	Amazina / Names	Indangamuntu / ID	Aho Abarizwa (Residence)	Umukono / Signature	Umurenge / Sector	Akagari / Cell	Umudugudu / Village
			Akarere / District				
1							
2							
3							
4							
5							

Note: This annex must be completed for all 120 proposed workers. Additional pages should be attached as needed up to worker number 120.

MANDATORY NOTES ON WORKER ELIGIBILITY

- The list shall be accompanied by a copy of the national identity document (Indangamuntu) of each proposed worker;
- The integrity of each worker on the provided list shall be confirmed and guaranteed by the cooperative or company. Each worker shall be available at all times during working days;
- Each worker shall be at least 18 years of age;
- Each worker shall have at least three (3) years of experience in loading, offloading, or warehouse handling services, proven by a valid reference document or service certificate from a previous employer;
- The total number of workers provided for deployment shall not be less than 120 at any time during contract execution.

5. Submission Instructions

Properly bound and clearly printed Expressions of Interest (two copies: one original and one copy) must be hand-delivered or couriered in a sealed envelope clearly marked with the reference number of this EOI to the address below no later than: **15.11.2026 at 10:00 a.m. local time**. Late submissions will not be accepted.



The EOI documents will be opened on the same day at **10:30 a.m. local time** in the presence of bidders or their representatives who may choose to attend.

Submission Address:

RWANDA MEDICAL SUPPLY (RMS) LTD

KN 8 Ave, Kacyiru Sector,

Gasabo District, Kigali – Rwanda

Village: Virunga | Cell: Kibaza

For any clarifications or additional information, interested parties may write to: procurement email: rms.procurement@rms.rw with copies to: imahirwe@rms.rw and jmurwanashyaka@rms.rw.

Clarifications must be requested **at least three (3) working days** before the submission deadline.

6. Important Notes

- This is not a tender but a preliminary step to identify capable and eligible suppliers for future procurement processes.
- Only shortlisted firms that meet RMS's technical and eligibility requirements will be contacted for the next steps, which is competitive dialogue.
- RMS reserves the right to reject any or all EOI submissions without incurring any liability.
- In case there is a need of additional manpower, RMS will notify the service provider before 24 hours and payment modalities will refer to the existing contract.

Sincerely,

Done:/...../2026



Dr. Loko Abraham
Chief Executive Officer