



**INVITATION TO TENDER: PROVISION OF  
TRANSPORTATION AND CASH-HANDLING  
SERVICES**

**KYOSK DIGITAL SERVICES**

**P.O. Box 108240 Plot 15B, Bandali Rise Kampala, Uganda.**

**Tender Reference: KUG/OPS/03/24-25**



## **PREQUALIFICATION FOR PROVISION OF TRANSPORTATION AND CASH HANDLING SERVICES**

### **Tender Checklist**

Please ensure that the following required documents are included with your tender

1. Information and Documents Required for Eligibility Criteria
  - a. Company profile (Company history, contacts (contact name, role, phone number and email) services)
  - b. Certificate of business incorporation/registration.
  - c. Copy of TIN certificate
  - d. Valid and current Tax Compliance Certificate.
  - e. Updated Company Brela search document
  - f. Memorandum and Articles of Association
  - g. Evidence of Turnover
  - h. Evidence of Insurances
  - i. Valid Business Permit
  - j. Case studies or examples of similar projects in the past.
  - k. Financial proposal- Fee structure. See Appendix 3
  - l. Two years of audited financial statement
  - m. At least three referee letters from clients you have been servicing.
  - n. Proof of fidelity insurance cover.
  - o. Cash in transit insurance cover.
2. Information responding to each of the Award Criteria including all the regions you have a presence in and you can cover.
3. Terms and Conditions
4. Form of Tender (Appendix 1 & 2) Completed and Signed.
5. Contact Details of Referees

The above checklist is for guidance purposes only and Kyosk will not take responsibility for any omissions from this checklist. Tenderers are advised to read all tender documentation in full in order to provide a comprehensive response.



## 1. Introduction:

Kyosk Digital Services Limited is a digital and data-led distribution platform founded in 2019 with a vision of empowering Africa's traditional retailers through fixing the broken supply chain and closing the distribution gaps in the market. Kyosk Digital Service is a home that provides a seamless and direct link between suppliers, traditional retailers as well as farmers, and local eateries. We empower retail shops and eateries by ensuring that they can conveniently order from the comfort of their phones through the Kyosk app and enjoy the delivery of affordable products within 24 hours. We also help manufacturers and farmers expand their network and product range by providing last-mile deliveries to hard-to-reach communities as well as data for better demand and business planning. Currently, Kyosk operates in four countries; Kenya, Tanzania Nigeria, and Uganda with over forty fulfillment centers across these four countries.

In Uganda, Kyosk boasts of an extensive network covering over 41,000 Dukas with its headquarters in Bugolobi, with strategically positioned warehouses across Uganda in Kampala and Greater Kampala (Bweyogerere, Kawempe, Makindye and Kyengera).

## 2. Scope of Work:

Once the vendor is contracted from the approved vendor list, the vendor will be required to provide comprehensive fleet and Cash handling services, including but not limited to:

- Supply of vehicles with specifications meeting our operational requirements.
- Transportation of Kyosk goods to specified locations
- Regular maintenance and servicing of the fleet to ensure optimal performance and compliance with safety standards.
- Insurance coverage and distribution permit payments for all vehicles in the fleet.
- Emergency response and breakdown assistance.
- Provision of a wide range of capacity fleet from (Motorbikes, tuk tuks, Vans and trucks of (0.t to 30 tons)



- Provide and manage tech-savvy drivers, with **integrity, punctuality, and good customer service skills.**
- Provide a fleet that is compliant with all the traffic rules and regulations and documentation.
- Report at 7:00 am Monday to Saturday and closing time at 7:30 pm.
- Reconcile with the dispatch team the payment slips collected and deposited against the orders taken and returns if any by 8 am the day next.
- Verify that the goods being loaded on the truck/Van tally with the pick list for confirmation purposes. This responsibility solely lies on the Dispatch Associate, Verifier, and Driver.
- Liaise with the Fulfillment supervisor on following the designed route plan and leaving the warehouse for the market.
- Leverage on the in-house 3P system as another data point that captures; - Turn man / lady (who is also a cash collection personnel) name, Warehouse Attached, Date of the report, Time of arrival, Selfie at Warehouse, Trip Number, Delivery note, Amount on the delivery note, Snapshot of Banked Slip, Amount banked, and Bank name.
- Get assigned to a trip for that day by the fulfillment supervisor. Both the Turn man / lady (who is also a cash collection personnel) and Driver each receive a picklist and delivery list for the trip.
- The details of the trip including the Trip Number, Total Number of orders & Value are recorded by the Loss Control & Security team.

**Please Note the following;**

- a. A trip delivers orders for clusters of Market Developers. A cluster is based on the delivery routes signed off by the Fulfillment and Commercial Leads may have up to 3 Market Developers.
- b. A Picklist has the total number of categories of SKUs for the whole trip.



- c. The Excel sheet has a breakdown of the different shops per Market Developer, Orders per shop & costs of each SKU per shop with the total cost expected per shop.

P.S: Kyosk Internal SOP is restricted to Kyosk systems; the service provider system is optional.

**I. While in the market: -**

- a. Follow the details of the shop on the delivery list given by the fulfillment supervisor to locate the duuka, only in exceptional cases where the shop contact is not available or the duuka is new & not easily traceable the Turn man / lady (who is also a cash collection personnel) contacts the Market Developer for directions.
- b. Work hand-in-hand with the driver to have the goods delivered to the customer/Duka.
- c. Collect the cash from the client,
- d. Write the delivery note stating the client's name, items taken, and amount of cash paid.
- e. Driver transitions trip to delivered status.
- f. Take a photo of the receipt (inclusive of Goods sold with related cost, date of sale) and share it on the WhatsApp forum created by Dispatch personnel attached to your market/Warehouse to Confirm receipt of the money from the client.
- g. At any given time, the cash handled by the Turn man / lady (who is also a cash collection personnel) shall not exceed **UGX 2,000,000**. This cash shall be banked at the nearest Agent bank where either bank account of Kyosk is held.
- h. The turn man / lady (who is also a cash collection personnel) is required to take a snapshot of the Bank Slip (showing the Trip number, Amount banked, and Bank name) and upload it to the 3P System as well as share it on the WhatsApp forum created by Dispatch personnel attached to your market/Warehouse to confirm that the monies have been banked.
- i. Use at most 7 minutes to go through steps b, c, d, e, f, and g above to easily continue to another Duka.
- j. Always talk to the client while collecting the cash, understand their needs and complaints, record them, and submit them to the customer experience executive in line with the Kyosk Uganda Customer Experience Escalation Matrix.



## II. Order Returns

If there is a return, the steps below are taken:

- a. Upon return of the delivery team (Driver & Turn man / lady (who is also a cash collection personnel)) from a trip, the Stock Verifier and Warehouse (WH) Associate/Warehouse(WH) Supervisor record any returns on the can, and reconcile with the trip in ERP.
- b. The driver, WH team & Dispatch team signs off a Variance Acknowledgement form and share its details per trip for approval.
- c. Upon approval in 8.2 above, the WH team then transitions the trip to driver-returned and subsequent transactions that follow the trip completion.
- d. The WH team then raises an entry to balance off the stocks put away into the WH. (this could be a gain or a loss i.e. a positive where the stock was delivered by mistake on the App or a negative where the stock was canceled but actually paid for).

## III. Shortages

If there is a shortage, the steps below are taken:

- a. Turn man / lady (who is also a cash collection personnel) informs the Fulfillment supervisor of the variance/shortage in cash collected immediately upon return from the market.
- b. Upon declaration of the shortage in (iii.a) above Turn man / lady (who is also a cash collection personnel) completes a “Shortage Statement Form - SSF” which the fulfillment supervisor submits through email to the Fulfillment lead & the 3P Management stating details of the shortage within 24 hours.
- c. The 3P management shall through email acknowledge receipt of the SSF stating the shortage made by the Fulfillment supervisor and approve debiting of the equivalent from the 3P Invoice at the end of the month.



#### IV. **Counterfeits.**

In cases where a Turn man / lady (who is also a cash collection personnel) receives counterfeit money, this will be treated as a shortage and the below procedures will apply

- a. The Turn man / lady (who is also a cash collection personnel) shall complete a “Shortage Statement Form - SSF” immediately Upon return from the market which shall be submitted through email to the Fulfillment lead & their 3P Management by the fulfillment supervisor stating details of the Counterfeit received.
- b. No Kyosk staff shall handle/touch any paper money from the Turn man / lady (who is also a cash collection personnel). The Turn man / lady (who is also a cash collection personnel) shall hand it to their 3P supervisors for further management.

### 3. **Context of Tender**

We require a diverse fleet of vehicles with carrying capacities ranging from 0.5 to 30 tons, including motorbikes and tuk-tuks. The vendor must have the resources and technology including in-vehicle monitoring systems on the vehicles with data access. The selected vendor shall deal with the delivery of goods from the fulfillment center to the customer (business), Collection of cash from customers, and depositing in respective accounts, and must ensure the service of vehicles and reliability upon call-off of vehicles so that they are placed on time. The vendor must have the ability to meet their terms and agreed deadlines. They should ideally have expertise in the B2B distribution operation processes and be cognizant of cost efficiency, delivery on time, and working with a customer-centric team. It is pertinent that the vendor has sound relationships with local authorities in our areas of operation in order to manage anything that might jeopardize the operations.



#### **4. Invitation to Tender**

Kyosk Digital Services Limited is using the open bidding procedure for this tender, which means that any interested party with capacity is welcome to submit their bids. Valid tenders submitted in accordance with the instructions to the tenderers and received before the stated deadline will be assessed on the basis of the eligibility criteria and award criteria set out in Section 7. Tenderers are requested to review this document in detail and ensure that they have addressed all requirements.

#### **5. Technical Specification**

We require tenderers who can meet the following specifications

- i. **Vehicle Types:** Please look out the table provided below (Appendix 2)
- ii. **Vehicle Age and Condition:**
  - Vehicles should be well-maintained, clean, and in excellent working condition.
  - Provide a detailed maintenance and inspection schedule for the vehicles.
- iii. **Insurance:**
  - The fleet provider must provide comprehensive insurance coverage for all vehicles.
  - Insurance coverage should include third-party liability, comprehensive, and collision coverage.
- iv. **GPS Tracking and Fleet Management System:**
  - All vehicles must be equipped with a GPS tracking system for real-time monitoring.
  - Provide details on the fleet management system, including reporting capabilities and alerts.





- v. Maintenance and Repairs:
  - The fleet provider is responsible for routine maintenance and repairs.
  - Specify the maintenance schedule, response time for repairs, and procedures for emergency repairs.
- vi. Driver Qualifications:
  - Drivers must be licensed, experienced, and have a clean driving record.
  - Background checks and periodic training for drivers should be conducted.
- vii. Environmental Compliance:
  - vehicles must comply with environmental standards and emissions regulations.

In minimum two of these vehicle types but preference will be given to companies with more variety in vehicle types. The vendor needs to fill up Appendix 2 with the exact number of vehicles per vehicle type and location.

Type - vehicle capacity	Example	Valuation for the Vehicle	Average Kilometers (KM) travelled per liter of fuel/diesel (mileage)
150kg	Motor bike		
700kg	Tuk tuk		
800kg	Probox		
1t	van		
1.5t	van		
2t	Truck/Closed pickup		
3t	Truck		
5t	Truck		



7t – Not compulsory	Truck (Not compulsory but you can quote)		
10t– Not compulsory	Truck (Not compulsory but you can quote)		
15t– Not compulsory	Truck (Not compulsory but you can quote)		
30t– Not compulsory	Truck (Not compulsory but you can quote)		

**6. Assessment of Tenders**

Kyosk Digital Services is using the open bidding procedure for the procurement of these services, therefore, all parties who submit a bid and demonstrate the required level of financial and technical capacity will have their tender considered. Tenderers are required to provide the information set out below.

**i. Evidence of Turnover and Profitability;**

- Tenderers must demonstrate turnover and profitability for the past three months by any means at their disposal. If these figures are not available for the full three months period please include an explanation for this and provide figures for all years/part years available.
- Tenderers must demonstrate that they have adequate and appropriate resources at their disposal to deliver a contract of this nature.

**ii. Evidence of Insurance**

Type of Insurance	Amount of Policy	Excess/Deductible	Expiry Date
Employer's Liability			



Fidelity insurance (required at contracting stage but include if already exists)			
Cash in Transit Insurance			

iii. **Evidence of Tax Clearance Status**

- Tenderers should provide a copy of their current Tax Clearance Certificate or equivalent.

**7. Award Criteria**

The tenders will be evaluated and selected on the basis of the following:

- a. Number and variety of vehicles owned by the tenderer
- b. Estimated number and variety of vehicles at the disposal of the tenderer (for example whether leased or contracted vehicles.)
- c. Condition and road worthiness of the fleet by looking at the last date of maintenance and records/reports of inspection
- d. Carrying capacity of the fleet
- e. Proven track record and past performance/experience in similar activity from the references/portfolio provided.
- f. The capacity to respond immediately with an adequate number of vehicles in an emergency situation or in case of expansion of Kyosk.
- g. Financial capacity
- h. Agency's experience and success in placing similar roles.
- i. Presence of Fidelity insurance cover.
- j. Presence of cash in transit insurance.
- k. Cost-effectiveness.
- l. At least three Current References letters for similar roles.



## 8. Terms and Conditions:

- i. A physical check of the operational fleet will be conducted prior to awarding of the contract and also at the time of loading of commodities. Kyosk reserves the right to reject any truck that it deems to be unfit for the transportation of food commodities. Drivers who are assigned to the truck should have a valid driving license authorizing the driver to drive a vehicle of that capacity.
- ii. Immediately upon accepting the stock for transportation, the contractor shall assume responsibility for the stock and shall be liable for all losses and/or damages to the commodities while in custody of the contractor. The cost of commodities either lost and/or damaged will be repaid by the contractor or deducted from the bills of the contractor.



**9. Submission Details:**

Please share your proposal by Monday the **20<sup>th</sup> February 2025 before 1000HRS**, by submitting in respective emails with the subject:

**ITT: Provision of Consolidated Warehouse Services**

**Submission to:**

<b>Name: Sunny Lakhani</b>	<b>Name: Kato Daniel</b>
<b>Title: Purchasing &amp; Procurement Manager</b>	<b>Title: Purchasing and Procurement Officer</b>
<b>Phone: +256 759 856 192</b>	<b>Phone: +256 741 445 130</b>
<b>Email: <a href="mailto:sunny.lakhani@kyosk.app">sunny.lakhani@kyosk.app</a></b>	<b>Email: <a href="mailto:kato.daniel@kyosk.app">kato.daniel@kyosk.app</a></b>

During submission, please keep in copy: [james.kiige@kyosk.app](mailto:james.kiige@kyosk.app)

**Late submissions will not be considered.**

For any questions, clarifications, or further information, please feel free to contact the contact person below **before** the **20<sup>th</sup> of February 2025**:

<b>Name: Kato Daniel</b>
<b>Title: Purchasing and Procurement Officer</b>
<b>Phone: +256 741 445 130</b>
<b>Email: <a href="mailto:kato.daniel@kyosk.app">kato.daniel@kyosk.app</a></b>



**Appendix 1**

THIS FORM OF TENDER MUST BE COMPLETED AND RETURNED BY ALL TENDERERS

To: Kyosk Digital Services Limited

From: .....

- 1. 1. I/We have examined the tender documentation and hereby offer to provide the Services in accordance with the Tender Documents and the attached Detailed Breakdown of Costs. (Attach breakdown of costs if more pages are required).

Vehicle capacity	Vehicle type	Total cost per trip (day) all-inclusive of driver salaries, Cash Collection, work tools including smartphone, Airtime and internet bundle, Distribution permits.
150kg	Motor bike	
700kg	Tuktuk	
800kg	Probox	
1t	van	
1.5t	van	
2t	Truck/Closed pickup	
3t	Truck	
5t	Truck	
7t – Not compulsory	Truck (Not compulsory but you can quote)	
10t – Not compulsory	Truck (Not compulsory but you can quote)	
15t – Not compulsory	Truck (Not compulsory but you can quote)	



30t – Not compulsory	Truck (Not compulsory but you can quote)	
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1. This Offer will remain open for acceptance by you for a period of 3 months from the closing date for receipt of tenders.
2. We acknowledge that you are not obliged to accept the lowest or any offer and that this contract award procedure may be canceled by you.
3. We undertake to deliver the services in accordance with the terms and conditions of the tender specification.
4. We acknowledge that all costs and expenses incurred by us in producing and submitting this offer will be borne by us in full.
5. We undertake to treat the details of this offer as private and confidential. We acknowledge that no part of these documents may be transmitted by us to a third party.

Signed Date:.....

Name

On Behalf of:.....

Company Role:.....

Address:.....

Telephone:.....

Email:.....

\*Failure to sign this form of Tender will invalidate the offer



### Appendix 2

1. Indicate the number and type of fleet you can provide according to the below schedule.

	capacity											
Locations	150kg (Motor bike)	700kg TUK TUK- 3 wheeler)	800kg (Probox)	1 T (Van)	1.5t (van)	2t(truck /closed pickup)	3t	5t	7t	10t	15t	30t
<b>Bweyogerere</b>												
<b>Makindye</b>												
<b>Kyengerera</b>												
<b>Kawempe</b>												