

TENDERS OPEN TO NATIONAL REGISTERED COMPANIES:

I&M Bank (Rwanda) Plc is a commercial bank registered in the Republic of Rwanda and the bank is regulated by the National Bank of Rwanda (BNR), with its head offices at I&M Bank (Rwanda) Plc Building, NINE ON THE AVENUE in Kigali along KN 3 Avenue.

I&M Bank (Rwanda) Plc. would like to invite qualified and interested bidders to submit their proposals for **Provision of Comprehensive Customer Satisfaction and Net Promoter Score (NPS) Survey**.

Tender documents can be obtained from I&M Bank (Rwanda) Plc headquarters, Procurement and Corporate Services office on the **2nd Floor** of the building left wing, starting from **Wednesday 29th October 2025** upon payment of a non-refundable fee **of Rwf 25,000** to the account number mentioned below:

Account Name: **PSEUDO-ADMINISTRATIVE CLIENT**

Account Number: **20100243505012** Account Bank I&M Bank (Rwanda) PLC

The bids shall be accompanied with a bid security of **Rwf 2,000,000** from a recognized bank or insurance company registered in Rwanda.

Properly bound and sealed proposals shall be submitted to I&M Bank (Rwanda) Plc., Procurement and Corporate Services office on **Wednesday 12th November 2025** at **10AM**, addressed to 'The Chairperson of the Tender Committee'. Late bids shall be rejected.

**The management,
I&M Bank (Rwanda) Plc.**