

TENDER NOTICE

HIRING A CONSULTANT TO FACILITATE THE DEVELOPMENT OF STANDARD OPERATING PROCEDURES (SOPS) FOR RUHANGO DISTRICT IN COMPLIANCE WITH RWANDA STANDARD RS 600:2025 ON QUALITY SERVICE DELIVERY MANAGEMENT

The Rwanda Association of Local Government Authorities (RALGA) invites applications from qualified individual consultants or consulting firms for the assignment entitled “hiring a consultant to facilitate the development of standard operating procedures (SoPS) for Ruhango district in compliance with Rwanda Standard RS 600:2025 on Quality Service Delivery Management”

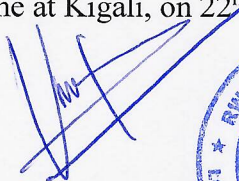
Background: In line with Rwanda Standard RS 600:2025 on Quality Service Delivery Management and the National Strategy for Transformation (NST2) target of over 90% citizen satisfaction by 2028/2029, RALGA seeks to support Ruhango District in institutionalising a service excellence framework through standardised Standard Operating Procedures (SOPs) and a Service Charter.

Objective: To strengthen the District's capacity to deliver quality, citizen-centred services by developing standardised SOPs, a District Service Charter, and related RS 600:2025 quality management documentation.

How to apply: Interested consultants should submit a technical and financial proposal, CV(s) and copies of relevant certificates/registration documents to the Secretary General of RALGA via email: info@ralga.rw, quoting the tender reference above, by 29th September 2026.

Please refer to the complete ToRs for detailed information.

Done at Kigali, on 22nd September 2026


Valens UWINEZA
Secretary General

