

SanlamAllianz Life Insurance Plc  
P.O.Box: 2616 Kigali-Rwanda  
KN 71ST  
Tel: 0727 555 333,  
Email: [infolife@rw.sanlamallianz.com](mailto:infolife@rw.sanlamallianz.com)

Kigali, April 14<sup>th</sup>, 2025

Our/Ref: CEO/.*MB*.... /2025/TC/NE

**RE: Request for Expression of Interest**



SanlamAllianz Life Insurance Plc is a licensed insurance company providing long-term (life) insurance services in Rwanda. It is looking for interested experienced, qualified and eligible vendors to submit Expressions of Interest (EOI) in respect of the provision of the requirements described below. The purpose of the request for expressions of interest is to identify vendors that wish to participate in a forthcoming solicitation process.

<b>Description</b>	Call center set up services
<b>Deadline for the Submission of EOI</b>	30 April 2025, 5:00PM (Kigali, Rwanda)
<b>Content of EOI</b>	<p>The EOI should include the following information:</p> <ul style="list-style-type: none"> <li>• (i) Brief presentation of company (profile)</li> <li>• (ii) Years in business (preferably 3 years or more),</li> <li>• (iii) Company Registration certificate</li> <li>• (iv) Reference list demonstrating qualifications for participating in this upcoming bidding process</li> <li>• (v) Contact information: full name and address, country, telephone number, e-mail address, website and contact person.</li> <li>• (vi) Tax/clearance/Statement of Arrears Certificate</li> </ul> <p><b>Note:</b> Prices are not required at this stage.</p>
<b>Method of Submission</b>	<p>Expressions of interest shall be sent by email as follows:</p> <p>Email address: <b>LifeTenderCommittee@rw.sanlamallianz.com</b> and a copy to <b>infolife@rw.sanlamallianz.com</b></p> <ul style="list-style-type: none"> <li>▪ File Format: PDF</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: 20 MB</li> <li>▪ Mandatory subject of email: for the provision of Call Center Set up Services for SanlamAllianz Life Insurance Plc</li> </ul>

<b>Contact Person for correspondence and clarifications</b>	E-mail address: <b>LifeTenderCommettee@rw.sanlamallianz.com</b> A physical visit for clarification: <b>It is allowed at SanlamAllianz HQs during the afternoon hours</b>
<b>REOI Conditions</b>	<p>This Request for Expression of Interest does not constitute a solicitation. SanlamAllianz Life Insurance reserves the right to change or cancel the requirement at any time during the EOI and/or subsequent solicitation process. We also reserve the right to request compliance with additional conditions as and when issuing the final solicitation documents. Submitting an EOI does not automatically guarantee receipt of the solicitation documents when issued. Invitations to bid or requests for proposals and any subsequent purchase order or contract will be issued in accordance with the rules and procedures of SanlamAllianz.</p> <p>The bidder is required to present a demo in case we call him/her to show how the call center set up that s/he is ready to supply functions. A demo can be held physically or virtually. The option remains the sole discretion of SanlamAllianz.</p> <p>SanlamAllianz does not charge any fee for any bidder to obtain a tender. Any peddling of influence of whatever nature, if discovered, shall be sanctioned to disqualification of the bid, and reported to relevant organs of due consideration.</p>

For more clarification, please feel free to contact us on our email: **LifeTenderCommettee@rw.sanlamallianz.com**

Sincerely,

  
  
**HODARI Jean Chrysostome**  
**Chief Executive Officer**