



MIC Building
KN2 AV Nyarugenge
Kigali, Rwanda
T: 0788 150 100
E: info@prime.rw
www.prime.rw

Reference: ¹⁰³⁹03/CD/CEO/2026

March 19th 2026

Dear Sir/Madam,

Re: Invitation to Bid – Hiring a Company to conduct a Customer Satisfaction Survey.

PRIME INSURANCE LTD invites all qualified bidders to submit their bids for **Conducting a Customer Satisfaction Survey.**

Participation is open to all competent bidders who meet the requirements specified in the bid document.

Bid Document

The bid document may be obtained upon presentation of proof of payment of a **non-refundable fee of twenty thousand (20,000) Rwandan Francs**, payable to **PRIME Insurance Ltd** account No. **4003200206408** held at **Equity Bank**.

Submission of Bids

Bids must be submitted in sealed envelopes to **MIC Building, PRIME Insurance Ltd Head Office** no later than **31st March 2026 at 04:00 PM (Kigali time)**. Late submissions will not be accepted.

Bid Validity

All bids shall remain valid for a period of **120 days** from the submission deadline mentioned above.

Yours faithfully,



Chief Executive Officer
Prime Insurance LTD