



# DUTERIMBERE- IMF PLC

"Igicumbi cy'iterambere ry'umugore"

## NOTICE OF CALL TO TENDER

### **Customer Satisfaction Survey Consultancy**

DUTERIMBERE IMF PLC is a public limited company duly licensed by the National Bank of Rwanda to operate as a microfinance institution, and is registered with the Office of the Registrar General under company code 100480449.

The institution seeks to conduct a Customer Satisfaction Survey to assess the quality of services offered to customers and identify areas that require improvement. The survey will help the institution understand customer expectations, experiences, and satisfaction levels regarding products, services, customer care, service delivery, and communication channels.

<b>TENDER SUMMARY</b>	
<b>Tender Subject</b>	Customer satisfaction survey consultancy at DUTERIMBERE-IMF PLC
<b>Tender launched Date</b>	3 <sup>rd</sup> June 2026
<b>Deadline for Obtaining Tender Documents</b>	Not later than 5 <sup>th</sup> June 2026

Tender documents shall be issued upon presentation of proof of payment of a non-refundable fee of Twenty Thousand Rwandan Francs (RWF 20,000), deposited into Account No. 100000960629 held in the name of DUTERIMBERE IMF PLC at Bank of Kigali.

Interested bidders may obtain the complete tender documents by submitting the payment slip to the following email: [procurementunit@duterimbereimf.co.rw](mailto:procurementunit@duterimbereimf.co.rw).

Done at Kigali, on 3<sup>rd</sup> June 2026.

  
**NGABONZIZA M. Alphonse**  
**Chief Executive Officer**

