LOLC UNGUKA FINANCE

0. INVITATION FOR TENDER OFFERS

LOLC Unguka Finance Plc is seeking for a Company that is capable for outsourcing **front office tellers, customer care and call centre staff.**

The bidding document in English may be obtained at LOLC Unguka Finance Plc, Head Office in Procurement Office, DORONA Plaza, KN 84.ST 3, Nyarugenge District, Kigali City, from **11/03/2026 during working days from 8:00am to 5pm**, upon presentation of payment proof of non-refundable fee of **Frw 20,000** as a cost of tender document to be paid on LOLC Unguka Finance account number: **10100490600010** (Rwandan currency) opened in its books at Nyarugenge Branch. Last date of sale of the tender :**20/03/2026, at 5:00pm.**

Queries regarding this tender, if any, to be addressed to the CEO of LOLC Unguka Finance Plc, P.O.BOX:6417-KIGALI RWANDA, Email: procurement@lolcunguka.com not later than **23/03/2026, at 5:00pm**. Contact telephones: 0788536493 / 0787311452 / 0788313890.

Well printed bids properly presented in two sealed envelopes containing financial & technical bid envelopes (Original copies only) must reach at LOLC Unguka Finance Plc-Procurement Office, not later than **25/03/2026 at 3:00pm-local time**. Late bids will not be received.

The sealed envelopes should clearly indicate the Tender name and title as follows: **NATIONAL COMPETITIVE BIDDING FOR OUTSOURCING FRONT OFFICE TELLERS, CUSTOMER CARE AND CALL CENTER STAFF TO LOLC UNGUKA FINANCE: NCB Nº: 01/2026**.

Time & Date for opening of financial bid: **25/03/2026 at 3:30pm-local time.**

Done at Kigali on 10/03/2026

Digitally signed by LOLC(Chief Executive Officer)

Kagishiro Justin

Chief Executive Officer

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