



# KING FAISAL HOSPITAL RWANDA

## OFFICE OF THE DEPUTY CHIEF EXECUTIVE OFFICER

### Letter of Invitation (LOI)

#### INVITATION TO TENDER FOR CONSULTANCY SERVICES TO CONDUCT AN EXTENAL PARTIENT SURVEY ON CUSTOMER SATISFACTION AT KING FAISAL HOSPITAL RWANDA

**TENDER REFERENCE NO 04/CS/ SNT /2025-2026/KFHR**

The King Faisal Hospital Rwanda (hereinafter called "Client") 'funded by its own revenues towards the cost of **consultancy services for recruitment of a consultant for conducting an external patient survey on customer satisfaction**. The Client intends to apply a portion of the funds to eligible payments under the contract for which this Request for Proposals is issued.

The King Faisal Hospital Rwanda now solicits proposals to provide the following consulting services: **consultancy services for recruitment of a consultant for conducting an external patient survey on customer satisfaction**; interested consulting firms must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, and availability). More details on the services are provided in the Terms of Reference.

Request for proposals in English may be obtained from King Faisal Hospital Rwanda, Procurement Office upon presentation of proof payment of a non-refundable fee of Ten Thousand (10,000Rwf) to Account N° 6775021405 opened at ECOBANK.

Request for proposals may be obtained on any working day from 8:00 am to 5:00 pm. All bids shall be accompanied by a bid Security of 300,000 Rwf from recognized financial institutions.

Enquiries regarding this tender may be addressed to Deputy Chief Executive Officer of King Faisal Hospital Rwanda. For clarification, send them to [procurement@kfhkigali.com](mailto:procurement@kfhkigali.com)

The RFP includes the following documents:

- Section 1 - Letter of Invitation**
- Section 2 - Instructions to Consultants (including Data Sheet)**
- Section 3 - Technical Proposal - Standard Forms**
- Section 4 - Financial Proposal - Standard Forms**
- Section 5 - Terms of Reference**
- Section 6 - Standard Forms of Contract**

Well printed proposals(technical and financial)in separate envelopes , properly bound and presented in Three copies one of which is the original must reach the Procurement Office of King Faisal Hospital Rwanda at the address mentioned above Not later than **August 8<sup>th</sup> 2025, at 2:00 pm**. Late bids will be rejected and returned unopened.



Patient-Centered Care

# KING FAISAL HOSPITAL RWANDA

OFFICE OF THE DEPUTY CHIEF EXECUTIVE OFFICER

Bids will be opened on the same date in the presence of bidders or their representatives who choose to attend at King Faisal Hospital Rwanda, Administrative Board Room from **2:30pm**

The consultant will be selected in accordance with the **quality and cost based Selection** method as set out in the KFHR manual of 2024.

The Outer envelope should clearly indicate the tender name and title

Sincerely,

Done on **July 31<sup>st</sup>, 2025**

*For Mr. Frederick NGIRABACU*

**Mr. Frederick NGIRABACU**

**Deputy Chief Executive Officer**



KG 544 Street 10, Gasabo District, Kacyiru • P.O BOX 2534 Kigali, Rwanda.

**Toll-free:** 3939 • +250 788 123 200 (International) • **Email:** info@kfhkigali.com • **Website:** www.kfh.rw