

I. INVITATION TO TENDER No. Q/18/1 T.USC/2025/USACCO

UMWALIMU SACCO (Umwalimu Savings and Credit Cooperative) hereby invites invites proposals from qualified consultancy firms with proven capabilities to provide professional services to conduct a comprehensive Members' Satisfaction Survey and a Mystery Shopping Exercise to assess the level of satisfaction among members, identify areas for improvement, and evaluate the quality of customer service delivery through mystery shopping.

Competent bidders can obtain the details of the tender along with the terms & conditions from Umwalimu SACCO Head office KIMIRONKO-GASABO-KIGALI; Street No: KG 205ST on any working day with effect from 19/9/2025 upon payment of a non-refundable fee of Ten thousand Rwandan francs (FRW10,000) on account No.010-5008448- 01- 86 of UMWALIMU SACCO opened in I&M Bank.

This tender is Quality and Cost based selection, therefore; the interested bidders shall be required to submit their proposal documents in two different offers (i.e. technical offer and financial offer) in the sealed envelopes enclosed in a larger outer envelope clearly labeled "**CONSULTING SERVICES TO UNDERTAKE MEMBERS' SATISFACTION SURVEY AND MYSTERY SHOPPING EXERCISE AS FOLLOWS**":

Envelope 1: Technical proposal

Labeled: "**Members' Satisfaction Survey and Mystery Shopping Exercise**". This shall contain the tenderer's Preliminary and technical proposal in response to the tender that will be evaluated as per the technical evaluation criteria. It shall be submitted as one (1) ORIGINAL which shall be clearly marked "ORIGINAL" as appropriate and one (1) "COPY".

Envelope 2: Financial Proposal

Labeled: "**Financial Proposal for consulting services to undertake Members' Satisfaction Survey and Mystery Shopping Exercise**". This shall contain the tenderer's financial proposal duly signed, stamped, properly bound and clearly labeled "**Financial Proposal** - shall be submitted as one (1) ORIGINAL which shall be clearly marked "ORIGINAL" as appropriate and one (1) "COPY".

Well detailed bids containing one original copy and two other copies with a mention of the outer envelope "**Proposal for consulting services to undertake Members' Satisfaction Survey and Mystery Shopping Exercise**" shall be presented to UMWALIMU SACCO Head office in the Secretariat office in sealed envelope addressed to the Director General of UMWALIMU SACCO, P.O BOX 2257 KIGALI and Telephone: (+250) 0252580426/ 0781469546, not later than 10/10/2025 at 10:00 am Local time. The public opening of the bids shall be held on the same day at 10:30am Local time in UMWALIMU SACCO Conference room. Late bids shall be rejected and returned unopened.

Done at Kigali, on 02/09/2025

MURUNGI Anna 
Admn & Proc Manager

UWAMBAJE Laurence
Director General

