

SanlamAllianz Life Insurance Plc
P.O.Box: 2616 Kigali-Rwanda
KN 71ST
Tel: 0727 555 333,
Email: infolife@rw.sanlamallianz.com

Kigali, September 09th, 2025

Our/Ref: CEO/.252./2025/HJC/TC/NA

RE: Request for Expression of Interest

SanlamAllianz Life Insurance Plc is a licensed insurance company providing long-term (life) insurance services in Rwanda. In line with our commitment to enhancing customer-centricity, innovation, and service excellence within the insurance sector, we are looking for interested experienced, qualified service providers to submit Expressions of Interest (EOI) in respect of the provision of the design /implementation Customer Experience Hub (office) and revamping the existing office sitting layouts. This hub will serve as a central point for engaging clients, gathering customer insights, and streamlining the overall service journey.

Description	Design and implementation of Customer Experience Hub (office) & revamping the existing office sitting layouts
Deadline for the Submission of EOI	17 September 2025, 5:00PM (Kigali, Rwanda)
Content of EOI	<p>The EOI should include the following information:</p> <ul style="list-style-type: none"> • (i) Brief presentation of company (profile). • (ii) Company registration certificate. • (iii) Reference list and pictures demonstrating corporate entities (financial entities is an added value) in which the bidder has executed similar service. • (iv) Contact information: full name and address, country, telephone number, e-mail address, website and contact person. • (v) Tax/clearance/Statement of Arrears Certificate <p>Note: Prices are not required at this stage.</p>
Objectives of the EOI	<p>The selected firm/consultant will be responsible for:</p> <ul style="list-style-type: none"> ▪ Designing a modern, functional, and interactive space that reflects customer-centric values. ▪ Creating an environment that fosters learning, collaboration, and feedback collection ▪ Developing a roadmap for implementation and sustainability of the hub. ▪ Designing for corporate brand visibility

Scope of the EOI	<p>The assignment is expected to cover, but not be limited to:</p> <ul style="list-style-type: none"> • Conducting a needs assessment and stakeholder consultations. • Developing conceptual and architectural designs for the hub. • Proposing technological and digital experience enhancements. • Providing guidance on future scalability of the hub.
Method of Submission	<p>Expressions of interest shall be sent by email as follows:</p> <ul style="list-style-type: none"> ▪ Email address: LifeTenderCommittee@rw.sanlamallianz.com and a copy to infolife@rw.sanlamallianz.com ▪ File Format: PDF ▪ All files must be free from viruses and not corrupted ▪ Max. File Size per transmission: 20 MB <p>Mandatory subject of email: EOI for provision of design / implementation of Customer Experience Hub (office) & revamping the existing office sitting layouts for SanlamAllianz Life Insurance Plc</p>
Contact Person for clarifications and correspondence	<p>E-mail address: LifeTenderCommittee@rw.sanlamallianz.com</p> <p>Contact person: Chief Commercial Officer</p>
Field visit requirements	<p>Physical visit is mandatory.</p> <p>Where: At SanlamAllianz Life Insurance HQs, Avenue: KN 71ST, Nyarugenge District, Nyarugenge Sector, Kiyovu Cell, Imena Village</p> <p>When: During the afternoon hours up to 5:00pm</p> <p>Deadline for field visit: 16 September 2025 at 05:00pm</p>
EOI Conditions	<p>This Request for Expression of Interest does not constitute a solicitation. SanlamAllianz Life Insurance reserves the right to change or cancel the requirement at any time during the EOI and/or subsequent solicitation process. We also reserve the right to request compliance with additional conditions as and when issuing the final solicitation documents. The design must clarify the type of materials to be used during implementation.</p> <p>The bidder is required to present a demo in case we call him/her to show how the design that s/he is ready to implement looks like. A demo can be held physically or virtually. The option remains the sole discretion of SanlamAllianz.</p> <p>SanlamAllianz does not charge any fee for any bidder to obtain a tender. Any peddling of influence of whatever nature, if discovered, shall be sanctioned to disqualification of the bid, and reported to relevant organs of due consideration.</p>
The EOI offer validity period	60 days

Sincerely,



Sanlam | Allianz

Life Insurance Plc

HODARI Jean Chrysostome
Chief Executive Officer