

Grand Pension Plaza
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REQUEST FOR PROPOSALS TO ALL RWANDA REGISTERED AND INTERESTED FIRMS

Equity Bank Rwanda Plc hereby invites all qualified and interested Bidders to submit Bids for the supply, installation, and commissioning of the below listed Solution.

No	Tender Title	Bidding Number	Submission Date
01	QUEUE MANAGEMENT SYSTEM FOR EQUITY BANK RWANDA PLC	EBR/TECH/27/01/CX/2026	10TH FEBRUARY 2026
02	RFP FOR IMPLEMENTATION OF A CONTACT CENTRE MANAGEMENT SYSTEM	EBR/TECH/27/02/CX/2026	10TH FEBRUARY 2026

1. The Tender Document, in English, may be obtained from our Head Offices located at Grande Pension Plaza Ground Floor during working hours from January 27th, 2026, or by expressing interest via email eTendering@equitybank.co.rw
2. Enquiries can be sent to Equity Bank Rwanda, P.O. Box 494 Kigali, Rwanda or through the same email.
3. Well, prepared Bids in English shall be sent via email to eTendering@equitybank.co.rw
4. All responses must be received by the Purchaser at the address specified above by **February 10th, 2026, not later than 5:00 PM Rwanda Time.**
5. Late bids will be strictly rejected.

Done in Kigali on **January 27th, 2026.**

Equity Bank Rwanda Plc