

CALL FOR TENDERS FOR SERVICE PROVISION

La KCB Bank Burundi Ltd invites qualified mystery shopping agencies to submit proposals for providing mystery shopping services. The objective is to evaluate, and the overall customer experience across our locations.

1. Agency requirement

Below are the requirement for the agency :

- Have an agency registered with NIF/RC
- Company Profile
- Completion Certificates for similar assignments
- Minimum of 3 years of experience

2. Scope of work

2.1 Objective

The successful bidder will be expected to :

- Develop customized mystery shopping scenarios and questionnaires;
- Recruit and manage qualified mystery shoppers
- Assess product knowledge and sales effectiveness.
- Conduct visits to all KCB customers touchpoints
- Evaluate the customer journey and overall experience.
- Identify service gaps and improvement opportunities.
- Submit detailed reports with scores, observations, and recommendations in English

2.2 Mystery Shopping Visits

- Conduct mystery shopping visits at designated locations.
- Evaluate customer interactions using approved scorecards.
- Assess service quality, professionalism, and responsiveness.

2.2 Channels to be Assessed

The assessment may include:

- Physical branches/outlets
- Call centers
- Customer service desks
- Digital channels (website, email, social media, live chat)
- Mobile applications

DEADLINE FOR SUBMISSION OF PROPOSALS

The bid documents shall be addressed to the following address and dropped at the tender box on the 1st Floor, KCB Bank Burundi Limited, Avenue Pierre Ngendandumwe, num 1 before the closing date on 31st July 2026 by 5.00 pm.

Tender Issue Date: 24th July 2026