

AZANIA BANK LIMITED



MAWASILIANO TOWERS
P.O.Box 32089
Dar es Salaam, Tanzania
Tel: 2412028 / 26 / 27
Fax: 2412028
Email: info@azaniabank.co.tz
www.azaniabank.co.tz

INVITATION OF THE CONSULTANT WHO WILL CONDUCT CUSTOMERS' SATISFACTION SURVEY FOR FINANCIAL YEAR 2020

Azania Bank Limited invites sealed tender bids from eligible consultant to carry out a transparent and objective customer satisfaction survey that aimed to determine the importance of a customer in execution of its corporate business strategy. Further, aimed to determine levels of customer satisfaction and how it may be improved.

The main objective of the survey will be to assess the customer's overall satisfaction and perceptions which includes measure of their satisfaction with regards to the banks product and services. The survey is intended to cover Azania Bank Limited customers and non-customers.

TERMS OF REFERENCE

Terms of reference can be downloaded from our website www.azaniabank.co.tz select "**Media**" then "**Tenders**" **OR** go directly to www.azaniabank.co.tz/azania-tenders to access and download the documents.

SUBMISSION AND DEADLINE

All bids must be submitted in a sealed envelope and the closing date will be on **27th November, 2020 at 12.00 p.m.** This will be followed by a bid opening on the same day at **12.15 p.m.** in the presence of Bidders or their representatives who choose to attend the opening at Azania Bank Limited, Board Room, located at the 3rd floor, Mawasiliano Towers, Sam Nujoma Road, Dar es Salaam.

The Bank is not bound to accept the lowest or any bid and reserves the right not to disclose reasons for doing so.

In event you need any further clarification please contact **Procurement Unit** through the following address: Mawasiliano Towers, Ground Floor, Sam Nujoma Road, P. O. Box 32089, Dar Es Salaam. Email: pmu@azaniabank.co.tz
Telephone no: 2412025/26/27