



REQUEST FOR PROPOSAL

[Provision of Hotel Services to CARE Rwanda – Two-Year Framework Agreement]

RFP DOCUMENT [18/2026]

RFP ISSUE DATE: [September 25, 2026]

PROPOSAL SUBMISSION DEADLINE: [October 13, 2026, 17:00 Kigali time]

CONFIDENTIAL DOCUMENT

**PREPARED BY
CARE RWANDA**

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1. ABOUT CARE

At CARE, we seek a world of hope, inclusion, and social justice, where poverty has been overcome and people live with dignity and security.

This has been our vision since 1945, when we were founded to send lifesaving CARE Packages® to survivors of World War II. Today, CARE is a leader in the global movement to end poverty. We put women and girls in the center because we know we cannot overcome poverty until all people have equal rights and opportunities. CARE works in more than 100 countries, reaching millions of people with life-saving and long-term development programs.

For more information about CARE and our work, visit: <https://www.care.org/our-work/>

2. GENERAL CONDITIONS AND CLAUSES

2.1. CARE'S GENERAL CONDITIONS

The enclosed document is not an offer to contract, but a solicitation of a vendor's proposed intent. Acceptance of a proposal in no way commits CARE to award a contract for any or all products and services to any vendor.

CARE reserves the right to make the following decisions and actions based on its business interests and for reasons known only to CARE:

- To determine whether the information provided does or does not substantially comply with the requirements of the RFP
- To contact any bidder after proposal submittal for clarification of any information provided.
- To waive any or all formalities of bidding
- To accept or reject a proposal in whole or part without justification to the bidder
- To not accept the lowest bid
- To negotiate with one or more bidders in respect to any aspect of submitted proposal
- To award another type of contract other than that described herein, or to award no contract;
- To enter into a contract or agreement for purchase with parties not responding to this RFP
- To request, at its sole discretion, selected Vendors to provide a more detailed presentation of the proposal



- To not share the results of the bids with other bidders and to award contracts based on whatever is in the best interest of CARE.

Any material statements made orally or in writing in response to this RFP or in response to requests for additional information will be considered offers to contract and should be included by vendor in any final contract.

2.2. CONFIDENTIALITY/ NON-DISCLOSURE

All information gained by any vendor concerning CARE work practices is not to be disclosed to anyone outside those responsible for the preparation of this proposal. Any discussion by the vendor of CARE's business practices could be reason for disqualification. CARE, at their discretion, reserves the right to request a non-disclosure agreement.

Reciprocally, CARE commits that information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than those people directly responsible for the evaluation of the responses, without the express consent of the responding vendor.

Finally, the information contained within this RFP is confidential and is not to be disclosed or used for any other purpose by the vendor.

2.3. PUBLICITY

Any publicity referring to this project, whether in the form of press releases, brochures, or photographic coverage will not be permitted without prior written approval from CARE.

2.4. LIABILITY

The selected vendor(s) will be required to show proof of adequate insurance at such time as CARE is prepared to procure the services. The participating vendor will also be required to indemnify and hold harmless CARE for, among other things, any third-party claims arising from the selected vendor's acts or omissions and will be liable for any damage caused by its employees, agents or subcontractors.

2.5. FORCE MAJEURE

- a. Neither Party shall be responsible for a performance that is delayed, hindered, or is rendered inadvisable, commercially impracticable, illegal, or impossible by a "Force Majeure Event." A Force Majeure event includes, without limitation, an act of nature, a pandemic, emergency, civil unrest or disorder, actual or threatened terrorism, war, fire, governmental action or interference of any kind, power or utility failures, strikes or other labor disturbances, a health warning issued by the Center for Disease



Control (or similar agency, including the Rwanda Biomedical Centre), any other civil or governmental emergency and/or any other similar event beyond a Party's reasonable control.

- b. The Party that seeks to invoke this Force Majeure provision (the "Affected Party") shall provide the other Party (the "Unaffected Party") with a written notice within ten (10) days of the date the Affected Party determines a Force Majeure Event has occurred.

2.6. ERRORS AND OMISSIONS

CARE expects the vendor will provide all labor, coordination, support, and resources required based on the vendor's proposal and corresponding final SOW. No additional compensation will be available to the vendor for any error or omission from the proposal made to CARE. The only exclusions are add-ons, deletions, and/or optional services for which the vendor has received written authorization from CARE.

2.7. OWNERSHIP OF WORK

All work created during this evaluation must be original work, and no third party should hold any rights in or to the work. All rights, title and interest in the work shall be vested in CARE.

2.8. CONFLICT OF INTEREST

CARE encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to CARE if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFP.

3. BIDDER'S DECLARATION

Yes	No	
☐	☐	Ethics: By submitting this Proposal/Quote, I/we guarantee that the bidder has not engaged in any improper, illegal, collusive, or anti-competitive arrangements with any competitors; has not directly or indirectly contacted any buyer representative (aside from the point of contact) or gather information regarding the RFP; and has not attempted to influence or offer any type of personal inducement, reward, or benefit to any buyer representative.
☐	☐	I/We affirm that we will not engage in prohibited behavior or any other unethical behavior with CARE or any other party. We also affirm that we have read the general clause and conditions included in this RFP and that we will conduct business in a way that avoids any financial, operational, reputational, or other undue risk to CARE. Safeguarding: I/We commit to a zero-tolerance approach to sexual exploitation, abuse and harassment, child exploitation and human trafficking, including on our



		premises and by our staff, and to report promptly to CARE any concern involving CARE staff, guests or participants. Sanctions and debarment: I/We confirm that neither the bidder nor its owners, directors or key personnel are listed on any United Nations, United States, European Union or other applicable sanctions or debarment list.
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☐	☐	Conflict of interest: I/We warrant that the bidder has no actual, potential or perceived Conflict of Interest in submitting this Proposal/Quote; or entering into a Contract to deliver the Requirements. CARE Procurement's Point of Contact will be notified right away by the bidder if a conflict of interest occurs during the RFP process.
☐	☐	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal issues that could hinder the ability to conduct business.
☐	☐	Offer Validity Period: I/We confirm that this Proposal/Quote, including the price, remains open for acceptance for ninety (90) days from the proposal submission deadline.
☐	☐	I/We understand and recognize that you are not bound to accept any proposal you receive, and we certify that the services offered in our Proposal will be delivered as specified in this RFP.
☐	☐	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorized by the Organization/s to make this declaration on its/their behalf

Supplier Name:	
Title/Designation:	
Company Name:	
Date:	
Signature	

4. CONDITIONS AND GUIDELINES FOR SUBMISSION OF PROPOSAL

4.1. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process.

All vendors must provide written notification via email to (RWA.Procurement@care.org) of their **intent to participate, or not to participate in the bidding process by [October 2,2026].**

Proposals will be accepted until [**October 13, 2026, 17:00 Kigali time**], delivered via email solely to

(RWA.Procurement@care.org), no later than the above specified date.

Any proposals received after this date and time will not be accepted. All proposals must be signed by an official agent or representative of the company submitting the proposal.

The technical and financial proposals must be submitted as two separate PDF files



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attached to the same email, with the subject line "RFP 18/2026 – Provision of Hotel Services to CARE Rwanda". Where attachments exceed 10 MB, bidders may send consecutive emails clearly numbered (e.g., "1 of 2").

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal.



Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the CARE legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

Any verbal information obtained from, or statements made by representatives of CARE shall not be construed as in any way amending this RFP. Only such corrections or addenda as are issued in writing by CARE to all RFP participants shall be official. CARE will not be responsible for verbal instructions.

4.2. PROJECT PURPOSE AND DESCRIPTION

CARE is issuing this RFP (Request for Proposal) soliciting qualified bidders to submit proposals intended for the **[Provision of Hotel Service to CARE Rwanda]**.

This RFP is an invitation to bid, not an offer of contract. **Bidders must submit a response that complies with the minimum requirements contained herein.**

4.3. PROJECT OVERVIEW

CARE is seeking a provider to submit proposals intended for the **[Provision of Hotel Service to CARE Rwanda]**

The resulting Framework Agreement(s) will be non-exclusive and will not guarantee any minimum volume of business. Services will be requested through individual purchase orders (call-offs) as needs arise. CARE reserves the right to award more than one hotel, including by location or service category.

Requirement s Specs	Qty.	Unit of Measurement	Required Delivery Lead Time	Delivery Address	Contract Period
Provision of Hotel Service to CARE Rwanda	Various	As per price schedule	Upon request, as specified in each purchase order	Kigali and/or districts in all provinces	Two (2) years from the date of signature

Requirements

Please share the prices for the items listed below and submit the other required documents requested. All prices shall be quoted in Rwandan Francs (RWF), inclusive of VAT and all service charges, in the price columns of the schedule below.

Category	Reference Item	Reference Specification	Unit of Quote	Unit Price (RWF, VAT incl.)	Double Occupancy (RWF, VAT incl.) – accommodation only
Accommodation All rates include breakfast, Wi-Fi access, bottled water, tea and coffee facilities, housekeeping services, access to the fitness centre and swimming pool (where available), parking, and standard room amenities.	Full Board Breakfast, lunch and dinner	Standard Room	Per room per night		
		Superior	Per room per night		
		Junior Suite	Per room per night		
		Family Room	Per room per night		
	Half Board Breakfast and one main meal (lunch or dinner, as chosen by the organization)	Standard Room	Per room per night		
		Superior	Per room per night		
		Junior Suite	Per room per night		
		Family Room	Per room per night		
	Bed and Breakfast Breakfast only	Standard Room	Per room per night		
		Superior Room	Per room per night		
		Junior Suite	Per room per night		
		Family Room	Per room per night		
	Airport Transfer	Sedan (up to 3 passengers), one way, to/from Kigali International Airport, including 60 minutes of free waiting time after landing.	Per trip		

Category	Reference Item	Reference Specification	Unit of Quote	Unit Price (RWF, VAT incl.)	Double Occupancy (RWF, VAT incl.) – accommodation only
		Minibus (12 to 15 passengers), one way, to/from Kigali International Airport, including 60 minutes of free waiting time after landing.	Per trip		
	Other Services	Laundry: the bidder attaches a price list per item (for the guests' information; not included in the evaluated price).	Price list per item		
		Massage (the bidder states the duration in minutes).	Per session		
		SPA (the bidder states what is included and the duration).	Per session		
	Early Check-in	Room made available before the normal check-in time (in accordance with the hotel's Early check-in policy. Please specify the actual check-in time: [Time]).	Per room		
	Late Check-out	Room occupied after the normal check-out time (in accordance with the hotel's late check-out policy. Please specify the actual check-out time: [Time]).	Per room		
Conference Package	Full Day Package	Conference hall for the full day, two (2) bottles of water per participant, two (2) tea breaks, lunch, Wi-Fi access, notebook and pen, projector and screen.	Per person		

Category	Reference Item	Reference Specification	Unit of Quote	Unit Price (RWF, VAT incl.)	Double Occupancy (RWF, VAT incl.) – accommodation only
	Half Day Package	Conference hall for a half day, one (1) bottle of water per participant, one (1) tea break, lunch, Wi-Fi access, notebook and pen, projector and screen.	Per person		
	Conference Hall Only	Conference hall for the full day, with bottled water.	Per day		
	Breakfast Meeting	Breakfast and use of the conference hall for a morning meeting (up to 3 hours), with bottled water and projector.	Per person		
	Breakout Room	Breakout room hire, in addition to the main conference hall.	Per room per day		
Other Hotel Services	Catering	Lunch with soft Drink	Per person		
		Tea break: tea, coffee and pastries or snacks.	Per person		
	Cocktail	Cocktail reception (2 hours): at least 8 canapés per person, with soft drinks and juices.	Per person		
	Lunch with Soft Drink	Lunch (buffet) with one (1) soft drink. (Please specify the menu quoted)	Per person		
	Dinner with Soft Drink	Dinner (buffet) with one (1) soft drink. (Please specify the menu quoted)	Per person		
	Drinks	Soft drink or juice (the bidder states the size).	Per bottle or can		
	Take-away	Take-away pack: snacks, one (1) soft drink and fruit.	Per person		

Notes to bidders

- Quote each item in the unit shown. Prices shall remain fixed for the first twelve (12) months of the Framework Agreement. Bidders shall state any proposed percentage price adjustment for the second year in their financial proposal; any adjustment not disclosed will not be accepted.



2. Accommodation rates are quoted per room per night for each room type, for single occupancy (Unit Price column) and double occupancy (Double Occupancy column).
3. For the conference hall and breakout room, state the maximum capacity for each seating layout (theatre, classroom, U-shape).
4. The laundry, Massage and SPA price list is for the guests' information only and is not part of the evaluated price.
5. The evaluated price is the sum of the unit prices of all evaluated lines. Price schedules with missing lines may be considered non-responsive.
6. Payment will be made by bank transfer within thirty (30) days of receipt of a correct invoice with an EBM receipt, supported by the approved purchase order and the signed rooming list or attendance sheet. No advance payment will be made.
7. Bidders shall state their cancellation, no-show and group booking policies, including the notice period for cancellation without charge.

4.4. PROJECT TIMELINE

All bidders are advised to strictly follow the timeline below as noted.

Any technical questions arising during the preparation of your response to this RFP should be submitted in writing via email to (RWA.Procurement@care.org) no later than [October 13 2026].

Schedule of Activities/ To-do	Date of the Activity/ Deadline of Submission	Responsible	Remarks
RFP Issued	[September 25, 2026]	CARE	
Supplier to notify CARE of intention to participate in bidding	[October 2, 2026]	Supplier	Deadlines must be strictly observed.
Deadline for submission of clarification questions to CARE	[October 5, 2026]	Supplier	Deadlines must be strictly observed.
CARE to answer all clarifications	[October 7, 2026]	CARE	
Supplier's Deadline of Submission of Proposal	[October 13, 2026, 17:00]	Supplier	Deadlines must be strictly observed.
Evaluation of Proposal	[October 14 to October 23, 2026]	CARE	
Site visit to short-listed hotels (if required)	[October 26 to October 28, 2026]	Supplier	

Notification of award	[November 6, 2026]	CARE	Upon notification, the contract negotiation with the winning bidder will begin immediately.
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4.5. EVALUATION CRITERIA

CARE will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Facilities and Service Quality: hotel category, room types and condition, amenities, safety and hygiene standards, and accessibility for people with disabilities.
- Conference and Catering Capacity: meeting halls and breakout rooms (capacity, equipment, Wi-Fi), menu variety and quality of catering.
- Experience and References: at least three similar assignments in the last three years for NGOs, UN agencies, international organizations or government institutions, supported by completion certificates or reference letters.
- Service Delivery Plan and Location: booking and confirmation procedures, response times, cancellation terms, and the location and accessibility of the venue.

- **Value and Cost:** Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project.

1. Technical Proposal	
A. Facilities and Service Quality	30%
B. Conference and Catering Capacity	20%
C. Experience and References	20%
D. Service Delivery Plan and Location	10%
Subtotal	80%
2. Financial Proposal (Value and Cost)	
E. Value and Cost	20%
Subtotal	20%
Total	100%

CARE will review proposed budgets and pricing after the initial review of the criteria above.

Administrative documents are assessed on a pass/fail basis. Only bidders obtaining at least [70%] of the technical marks will have their financial proposals evaluated. The financial score will be calculated as: (lowest evaluated price ÷ bidder's evaluated price) × 20%.

4.6. APPLICATION PROCESS

The proposals should indicate the following:

Submission Requirements

A. Administrative documents (mandatory, valid on the submission deadline)

1. RDB registration certificate
2. VAT registration certificate
3. RRA tax clearance certificate
4. RSSB clearance certificate
5. Hotel classification certificate or operating license showing the hotel category
6. Fire safety and food hygiene certificates
7. Signed Bidder's Declaration (this RFP) and completed CARE Vendor Questionnaire

8. *Failure to submit any mandatory document will result in disqualification.*

B. Technical offer (no prices)

1. **Hotel profile:** category (Stars) , number of rooms by type, meeting halls and breakout rooms with capacity, other facilities, and a catalogue with photos.
2. **Service delivery plan** with a clear time frame for accommodation, conference packages, catering, cocktail and airport transfers.
3. **Experience:** at least three similar assignments in the last three (3) years for NGOs, UN agencies, international organizations or government institutions. Attach client completion certificates or reference letters with the referee's name, telephone and email.
4. **Accessibility:** accessible rooms, ramps and accessible toilets for persons with disabilities.
5. **Booking terms:** cancellation, no-show and group booking policies.

C. Financial offer

1. A separate PDF, apart from the technical offer.
2. Completed on the price schedule provided, with all lines priced.
3. Prices in RWF, inclusive of VAT and service charges, valid for ninety (90) days from the submission deadline.
4. Signed and stamped by the authorized representative

Interested bidders are requested to submit their offer not later than October 13, 2026 at 17:00 Kigali time to the following e-mail address:
rwa.procurement@care.org with the subject line "RFP 18/2026 – Provision of Hotel Services to CARE Rwanda".

Kigali, September 25, 2026

Procurement Unit