Version 2
Effective date: October 1st, 2025

REQUEST FOR PROPOSAL

Digitization of Climate resilient VSLA materials into Audio-Video learning tools

RFP DOCUMENT # 24/2026

RFP ISSUE DATE: [9 November 2026]

PROPOSAL SUBMISSION DEADLINE: [23 November 2026], 17:00 Central Africa Time (CAT)

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. [Insert latest CARE International statistics.]

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 in accordance with CARE's procurement policy and donor requirements, treating all bidders equally:

- 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 minor, non-material irregularities, provided the same treatment is offered to all bidders

- To reject any or all proposals or cancel the process; unsuccessful bidders may request a written debrief
- 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 request, at its sole discretion, selected Vendors to provide a more detailed presentation of the proposal

- To notify all bidders in writing of the outcome of this RFP.

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. Breach of this clause may result in disqualification or termination. Subcontractors must be bound by equivalent obligations. CARE, at their discretion, reserves the right to require 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 persons 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 professional indemnity/public liability insurance of at least [amount], and equipment and personal accident cover for field crew 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 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 public health emergency declared by the World Health Organization or the Government of Rwanda

any other civil or governmental emergency and/or any other similar event beyond a Party's reasonable control. Force Majeure does not excuse payment obligations or events avoidable by reasonable diligence. Either Party may terminate if the event continues for more than [30] days.

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 five (5) working 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 under this contract, including scripts, storyboards, graphics, animations, audio, footage, source files and the user guide, 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 upon payment, including a waiver or procurement of consent for moral rights. The vendor warrants that it holds all licences (music, fonts, stock media, software, talent releases). Generative AI may be used only if disclosed in the proposal, and no synthetic voice or likeness of a real person may be used without written consent.

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. Conflicts also include any family, financial or employment relationship with CARE, CARE Norway, project partners or members of the evaluation committee, and any employment by CARE or a project partner within the last [12] months.

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 CARE or project partner staff about this RFP other than the designated point of contact, or sought confidential information about it; 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.

☐	☐	**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 valid for ninety (90) calendar 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 information in this proposal is accurate and that neither the bidder nor its personnel is on any applicable sanctions or debarment list.
☐	☐	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 are requested to provide written notification via email to (RWA.Procurement@care.org) of their **intent to participate, or not to participate in the bidding process by[13 November 2026].**

Proposals will be accepted until **[23 November 2026, 17:00 CAT]**, 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.

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.

Bidders must list any proposed exceptions in the technical proposal; negotiation will not change the scope, price basis or evaluation outcome. 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 **Digitization of Climate resilient VSLA materials into Audio-Video learning tools**

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 **Digitization of Climate resilient VSLA materials into Audio-Video learning tools**

Requirement s Specs	Qty.	Unit of Measurement	Required Delivery Lead Time	Delivery Address	Contract Type / Period

Digitization of Climate resilient VSLA materials into Audio-Video learning tools	5 videos plus supporting deliverables	Video	[75] calendar days from contract signature	Digital delivery to CARE Rwanda, Kigali; field work in [districts to be confirmed]	Not applicable: single fixed-price service contract (no framework)

Project context:

Powered by Women is a five-year project (2025–2030) implemented by CARE in partnership with AEE Rwanda, RWAMREC, Afro Ark, and Pro-Femmes/Twese Hamwe, with the support of Norway through CARE Norway. The project aims to advance gender equality and empower 161,047 women and girls in four districts of Rwanda's Eastern Province (Nyagatare, Gatsibo, Kirehe, and Ngoma).

One of the project's components focuses on women's economic and climate justice, recognizing that women and girls are disproportionately affected by climate change due to structural inequalities, harmful gender norms, and limited access to resources. To strengthen resilience and adaptation, the Powered by Women (PBW) Project, with technical support from the Climate Justice Center, has adapted Climate Vulnerability and Capacity Analysis (CVCA) tools for Village Savings and Loan Associations (VSLAs) and creating a tool to enhance Climate resilience in VSLA

Climate change continues to affect rural livelihoods across Rwanda through irregular rainfall, droughts, floods, soil erosion, and declining agricultural productivity. To strengthen community resilience, CARE Rwanda utilizes the Climate Vulnerability and Capacity Analysis (CVCA) methodology.

CVCA is a participatory learning and action approach that helps communities analyze climate vulnerabilities, identify existing capacities, and develop locally led adaptation plans. The methodology promotes inclusive engagement of women, youth, local leaders, and other stakeholders in climate resilience planning. On that basis, some CVCA tools have been selected and adapted to support climate resilient VSLA.

To facilitate wider dissemination, standardization, and user-friendly learning, CARE Rwanda seeks to digitize its Climate resilient VSLAs materials into audiovisual learning tools. The videos will support field facilitators, community trainers, VSLA members, and project participants to understand and apply climate resilience tools in VSLAs to enhance climate resiliency.

Eligibility and minimum qualification requirements (pass/fail):

The Bidder shall demonstrate the following:

- Proven experience in educational video production and multimedia learning.
- Experience in scriptwriting, animation, audiovisual production, and instructional design.
- Proven ability to produce quality content in Kinyarwanda and English as well.
- At least three examples of similar assignments completed within the last five years.
- Experience working with NGOs, development agencies, or resilience-building programs.
- Profile and detailed CVs of key people to be assigned to the work

Requirements for this assignment: (full Terms of Reference in Annex 1; in case of conflict this RFP prevails)

Deliverable	Description
Inception report	Workplan, methodology, production timeline
Scripts & storyboards	Detailed scripts and storyboards for 5 videos
Draft videos	First versions of 5 climate resilient VSLAs' tool videos
Final videos	5 professionally produced learning videos in requested formats
Source files	Editable project files, graphics and audio files
User guide	Brief guide on how facilitators can use the videos

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 [18 November 2026].

Schedule of Activities/ To-do	Date of the Activity/ Deadline of Submission	Responsible	Remarks
RFP Issued	[9 November 2026]	CARE	
Supplier to notify CARE of intention to participate in bidding (optional)	[13 November 2026]	Supplier	Deadlines must be strictly observed.
Deadline for submission of clarification questions to CARE	[18 November 2026]	Supplier	Deadlines must be strictly observed.
CARE to answer all clarifications	[20 November 2026]	CARE	

Supplier's Deadline of Submission of Proposal	[23 November 2026, 17:00 CAT]	Supplier	Deadlines must be strictly observed.
Evaluation of Proposal	[24 November to 2 December 2026]	CARE	
Vendor presentation (if required)	[3 December 2026]	Supplier	
Finalists selected / award notification to all bidders	[10 December 2026]	CARE	Upon notification, the contract negotiation with the winning bidder will begin immediately. A complaints window of 5 working days applies from notification (to [17 December 2026]); the contract is signed after the window closes.

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:

- **Overall Proposal Suitability:** proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- **Previous Work and Portfolio:** Bidders will be evaluated on examples of their work pertaining to the requirement as well as client testimonials and references
- **Technical Expertise and Organizational Experience**: Bidders must provide descriptions and documentation of staff technical expertise and experience.

Bidders also need to provide their experiences as an organization which include

but not limited to years of experience, expertise, and financial capacity (assessed pass/fail as set out in the Application Process).

- **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. Overall Proposal Suitability (Understanding of the assignment, Proposed approach and methodology, quality of video production approach and instructional design) — A1 Understanding 10; A2 Approach and methodology 10; A3 Production approach and instructional design 10	30%
B. Previous Work and Portfolio (Relevant experience and similar assignments) — B1 Relevant experience 10; B2 Portfolio quality 10	20%
C. Technical Expertise and Organizational Experience (Qualifications of key personnel) — C1 Team leader/producer 6; C2 Scriptwriter/instructional designer 6; C3 Animator/editor 5; C4 Narrator/sound 3	20%
D. Management approach (workplan and timeline) — D1 Workplan 6; D2 Risk management and QA 4	10%
Subtotal	80%
2. Financial Proposal (Value and Cost)	
E. Value and Cost	20%
Subtotal	20%
Total	100%

Only bidders who submit all eligibility documents listed in the Application Process section under "Eligibility documents (pass/fail)"

will be evaluated. A minimum technical score of 48 out of 80, with no sub-criterion scored 0, is required to proceed with the financial evaluation.

Scoring method: Each evaluator scores each sub-criterion independently on a scale of 0 to 5 (0 = not addressed: information missing or not relevant; 1 = poor: major gaps, does not meet the requirement; 2 = weak: partly meets the requirement, with significant weaknesses or little evidence; 3 = adequate: meets the requirement, with minor weaknesses; 4 = good: fully meets the requirement, supported by clear evidence; 5 = excellent: exceeds the requirement, with strong, verifiable evidence), based on the documents submitted and, where held, the vendor presentation (scored against the same criteria), and records a written justification for each score..

A. Overall Proposal Suitability (30): Understanding of the assignment, Proposed approach and methodology, quality of video production approach and instructional design

B. Previous Work and Portfolio (20): Relevant experience and similar assignments

C.Technical Expertise and Organizational Experience (20): Qualifications of key personnel

D. Management approach (10): workplan and timeline

E. Value and Cost (20): The Bidder submit a financial offer detailing all costs associated with the delivery of the services, broken down by category .Provide a lump-sum price per video (Videos 0–4) and a total, in Rwandan francs (RWF), with VAT and other taxes shown separately; daily rates by role are supporting information only. Arithmetic errors will be corrected as follows: the unit price prevails, subject to the bidder's written confirmation. Financial score = 20 × (lowest evaluated price ÷ bidder's evaluated price). Bids materially below CARE's cost estimate will be queried in writing.

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

4.6. APPLICATION PROCESS

Proposals must include the following. Items tagged [Eligibility] are assessed pass/fail before scoring; items tagged [Proposal] are evaluated under the criteria above.

- [Proposal] Vendor profile and detailed CVs of key people to be assigned to the work

- [Eligibility] Evidence of the vendor's experience in similar assignments (at least 3 references with contact or address of referees).
- [Proposal] Technical proposal, including a description of the proposed methodology detailing how deliverables will be achieved with a clear time frame.

- [Proposal] Financial offer detailing various costs associated with the delivery of the above services, in PDF Format and must be a separate document from the technical offer. Submit it as a separate email, as a password-protected PDF; the password will be requested by CARE after technical scoring. The offer shall remain valid for at least ninety (90) days from the proposal submission deadline.
- [Eligibility] Copies of similar assignments (with evidence for good completion of the previous similar assignments).
- [Eligibility] VAT registration certificate; RDB registration certificate; RRA tax clearance certificate; RSSB tax clearance certificate (where applicable; equivalent documents or a written explanation are accepted for bidders not registered in Rwanda or below registration thresholds) .
- [Eligibility] Minimum 3 certificates of similar work completed in the last five years (these may also serve as the evidence in the item above).
- [Eligibility] Must be registered, where required by law, with the Rwanda National Cyber Security Authority (NCSA) as data controller/processor and provide the certificate; otherwise provide written confirmation that personal data will be processed only on CARE's instructions.
- [Eligibility] Audited financial statements or other evidence of financial capacity for the last [two] years; bidders without audited statements may provide a bank letter or management accounts.

ADDITIONAL TERMS (proposed insertion; Legal to finalise)

Nature of contract: This RFP leads to a single fixed-price service contract for the five videos and related deliverables. It creates no framework agreement and no commitment to further purchases.

Payment terms: Fixed price in RWF, paid against approved deliverables: 15% inception

Prepared by CARE
Rwanda, PO.BOX
550 Kigali, 541 ST

report; 25% approved scripts and storyboards (English and Kinyarwanda); 25% approved draft videos; 35% final videos, source files, user guide and handover checklist accepted. No advance payment. Payment within [30] days of receipt of an EBM-compliant invoice and written acceptance; applicable taxes withheld under Rwandan law.

Delivery and acceptance: CARE reviews each deliverable within 5 working days (consultant's clock stops during review); two consolidated revision rounds per deliverable are included. Unjustified delay may attract liquidated damages of [0.5]% per week up to [10]% of the contract price [Legal to confirm]. Defects are corrected at no cost for [90] days after final acceptance.

Safeguarding and consent: The consultant and all crew sign and comply with CARE's Code of Conduct and PSEAH and child-safeguarding policies; obtain written informed consent in Kinyarwanda from every person filmed (guardian consent for under-18s); respect the right to withdraw before publication; give no inducements for participation; and report any safeguarding concern to CARE within 24 hours.

Data protection: The consultant acts as data processor for CARE, stores raw footage securely in Rwanda (or an approved location), makes no transfer of personal data outside Rwanda without CARE's written approval, notifies CARE of breaches within 24 hours, and deletes all raw footage on handover with a deletion certificate.

Integrity and audit: Zero tolerance for fraud, corruption and sexual exploitation, abuse and harassment; suspicions must be reported to CARE immediately; the consultant warrants it is not on applicable sanctions lists and grants CARE, its donors and their auditors access to relevant records for [period per CARE/donor policy].

Branding and visibility: Videos carry CARE, CARE Norway/Norad and project branding per the brand guide supplied at inception; no other logos or claims may be added. The publicity clause above does not prevent CARE from publishing the videos.

Subcontracting and consortia: Subcontracting requires prior written approval and flow-down of these terms; the lead bidder remains fully liable. Consortia must name a lead

member and provide a joint-and-several liability statement.

Termination and disputes: CARE may terminate for convenience on 14 days' notice (paying for accepted work) or immediately for material breach or safeguarding/integrity violations. Changes require written change orders. The contract is governed by the laws of Rwanda; disputes go first to good-faith negotiation, then to [forum to be selected by Legal].

Complaints: Bidders may submit a written complaint within 5 working days of the award notification to [Country Director / Procurement Manager, not an evaluator]; the contract is not signed until the window closes.

Note: The detailed Terms of Reference (Annex 1), including the objectives, scope of work, deliverables and acceptance criteria, timeline and payment schedule, are attached to this RFP and form part of it.

Interested bidders are requested to submit their offer not later than [23 November 2026], 17:00 Central Africa Time (CAT), to the following e-mail address: rwa.procurement@care.org with mention "**Digitization of Climate resilient VSLA materials into Audio-Video learning tools**".

Kigali, [9 November 2026

Procurement Unit