



AFRICAN WILDLIFE FOUNDATION

AWF Rwanda Country Office | Community-Based Ecological Monitoring in the Volcanoes National Park, Rwanda Project

REQUEST FOR PROPOSALS (RFP)

Provision of Multi-Destination Tourism Experience Packages for Award Winners of the Young Conservation Heroes Competition

Reference No.	AWF-RW/VCDP/STC/RFP/2025/001
Issuing Authority	African Wildlife Foundation (AWF) — Rwanda Country Office
Date of Issue	7 th May 2026
Pre submission meeting	15 th MAY 2PM Link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2YzM2Y0ZjEtMTRkYi00ZGY3LTliODQtYmJiOWFmZjI5NGly%40thread.v2/0?context=%7b%22Tid%22%3a%22c5eca3a6-8e9d-466e-b74f-6fc64bff5477%22%2c%22Oid%22%3a%22c5f6fe7f-8611-42f1-aacf-35c862ef87d7%22%7d
Submission Deadline	28 th May 2026 at 17:00 (Kigali Time)
Submission Method	Online upload to the designated Box.com link (see Section 6)
Partner	TUI Care Foundation
Total Available Budget	RWF 12,000,000 (All-inclusive, taxes included)
Total Beneficiaries	72 participants — 60 students and 12 teachers

Kigali, Rwanda | 2026

SECTION 1: BACKGROUND AND CONTEXT

The African Wildlife Foundation (AWF) is an international conservation organization dedicated to ensuring wildlife and wild lands thrive in modern Africa. AWF's Rwanda Country Office leads the Volcanoes Conservation and Development Program (VCDP), implemented in partnership with the Rwanda Development Board (RDB), with a mandate to advance biodiversity conservation and sustainable community development in and around Volcanoes National Park (VNP).

As part of AWF Rwanda's commitment to conservation education and youth engagement in the VNP Landscape, AWF Rwanda organized the VNP Landscape Schools Tourism Competition — a targeted initiative for schools located within the VNP Landscape (Northern Province). The competition is designed to reward students who demonstrate in-depth knowledge of Rwanda's tourism assets, biodiversity, culture, and conservation values.

Winners and their accompanying teachers — a total of 72 participants (60 students and 12 teachers) — will receive immersive, multi-destination in-country tourism experience packages as their award. These packages are designed both as prizes and as structured conservation education experiences.

AWF Rwanda therefore invites qualified, licensed Rwandan tour operators to submit competitive proposals for the design and full delivery of comprehensive tourism packages that meet the objectives, specifications, and budget constraints described in this document.

1.1 Competition Context and Scope

- The VNP Landscape Schools Tourism Competition targeted schools in the Northern Province located within or adjacent to the Volcanoes National Park Landscape.
- Participating schools represent communities that live alongside Rwanda's iconic mountain gorilla habitat and biodiversity corridor.
- The 72 award recipients comprise 60 student winners drawn from multiple competition categories and 12 accompanying teachers.
- Gorilla trekking at Volcanoes National Park is a mandatory flagship experience for a minimum of 17 participants; operators may propose broader gorilla trekking coverage depending on permit availability and cost within budget.
- The programme aspires to transform participants' understanding of conservation, biodiversity, sustainable tourism, and the economic value of Rwanda's natural heritage.

SECTION 2: OBJECTIVES OF THE ASSIGNMENT

The overall objective of this assignment is to engage a licensed, experienced Rwandan tour operator to design, plan, and execute high-quality, multi-destination tourism experience packages for the 72 award recipients of the VNP Landscape Schools Tourism Competition, within a total budget of RWF 12,000,000.

2.1 Specific Objectives

1. Design a multi-destination, value-for-money tourism programme maximising the breadth and quality of tourism experiences within RWF 12,000,000 in total.
2. Ensure gorilla trekking at Volcanoes National Park is delivered as a flagship product for a minimum of 17 participants.
3. Incorporate a rich and diverse range of Rwanda's tourism products, including wildlife, cultural heritage, community-based tourism (CBT) sites, lakes, and scenic landscapes.
4. Provide end-to-end logistics management for all 72 participants including transport, accommodation, meals, guide services, and all entry and permit fees.
5. Deliver safe, organized, and professionally guided experiences appropriate for secondary school students and their teachers.
6. Produce a full programme itinerary and post-visit reports documenting all activities completed.

SECTION 3: SCOPE OF SERVICES

The selected tour operator shall be fully responsible for the planning, scheduling, coordination, and delivery of the following services for all 72 beneficiaries (60 students + 12 teachers):

3.1 Mandatory Service Components

The following eight components are non-negotiable and must be covered within the total budget of RWF 12,000,000. Proposals that omit any mandatory component will be disqualified.

#	Service Component	Specification / Requirement
1	Gorilla Trekking — VNP	MANDATORY for a minimum of 17 participants. Includes gorilla trekking permit fees, professional guide, and full-day management at Volcanoes National Park. Gorilla permit quota scheduling (max. 8 trekkers/slot/day) is the operator's responsibility.
2	Transport	Round-trip transportation for all 72 participants (60 students + 12 teachers) between collection points in the VNP Landscape and all designated tourism destinations. All vehicles must be air-conditioned, roadworthy, and appropriately sized. Drivers must hold valid licences.
3	Accommodation	For overnight destinations (VNP, Akagera, Nyungwe, Lake Kivu, etc.), the operator shall arrange clean, safe accommodation suitable for only school-age participants (60). Teachers will book their own accommodation
4	Meals & Refreshments	Full-board or half-board meals as appropriate per destination. At minimum, Participants must receive lunch, refreshments and dinner for students only (60) on each excursion day. Teachers will receive lunch only.
5	Entry & Permit Fees	All national park entry fees, gorilla permits, activity fees (canopy walk, boat trips, cultural visits, CBT fees), and any other permit costs must be fully included in the quoted price.
6	Licensed Tour Guides	RDB-certified, English-speaking professional tour guides for every destination visit. At least one guide must specialize in wildlife/conservation for the VNP gorilla trekking component.
7	Community-Based Tourism (CBT) Visits	At least one CBT site visit must be incorporated in the programme, providing participants with direct interaction with community tourism enterprises around the VNP Landscape and beyond.

8	First Aid & Safety	Access to basic first aid kits and a documented emergency response protocol for all trips. Emergency contacts must be shared with AWF Rwanda before commencement of any activity.
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3.2 Proposed Destination Portfolio

Bidders are strongly encouraged to propose the richest possible destination portfolio. Destination diversity and product range carry the highest single weighting in the evaluation (25 out of 100 points). The following destinations and products are reference options; operators may propose additional sites to maximize their score:

Category	Destination / Product	Key Experience
Wildlife & Conservation	Volcanoes National Park (VNP)	Gorilla Trekking — MANDATORY (min. 17 pax)
Wildlife & Conservation	Akagera National Park	Big Five Game Drive, Boat Safari on Lake Ihema
Wildlife & Conservation	Nyungwe Forest National Park	Chimpanzee Tracking, Canopy Walk
Wildlife & Conservation	Gishwati-Mukura National Park	Primate Tracking, Nature Walk
Community-Based Tourism	Iby'Iwacu Cultural Village (near VNP)	Cultural Performance, Craft Demonstrations, Community Interaction
Community-Based Tourism	Kinigi Community Tourism Projects	Community Conservation, Livelihood Activities
Community-Based Tourism	Gorilla Guardians Village	Ex-Poacher Stories, Conservation Education
Community-Based Tourism	Dian Fossey Trail / Karisoke Research Centre Area	Conservation History, Research Legacy Tour
Cultural Heritage	King's Palace Museum, Nyanza	Royal Heritage and Cultural History Tour
Cultural Heritage	Kigali Genocide Memorial	Historical Education and Remembrance Visit
Cultural Heritage	Ethnographic Museum, Huye	Rwandan Cultural History and Artifacts
Scenic Landscape	Lake Kivu (Rubavu / Karongi)	Boat Tour, Island Visit, Lakeside Activities
Scenic Landscape	Twin Lakes (Burera & Ruhondo)	Kayaking, Paddling, Panoramic Views
Scenic Landscape	Musanze Caves	Underground Geological and Historical Tour
Urban Tourism	Kigali City Tour	Urban Heritage, Art District, Local Markets

Note: Proposals offering a greater number of distinct, high-quality destinations and products will receive proportionally higher scores. Operators should group participants into logical cohorts per destination tier. At least one CBT site is mandatory; additional CBT inclusions will strengthen the technical score.

3.3 Group Structure and Participant Logistics

- Total beneficiaries: 72 participants — 60 students and 12 teachers from schools in the VNP Landscape, Northern Province.
- Gorilla trekking permits must be secured for a minimum of 17 participants (maximum 8 trekkers per slot per day — the operator is responsible for scheduling across multiple slots/days as required).

- The operator shall propose a logical grouping and sequencing of all 72 participants across destinations, optimizing for permit quotas, transport efficiency, and group size per activity.
- All scheduling coordination with Rwanda Development Board, national park authorities, and CBT site managers is the sole responsibility of the contracted operator.
- A detailed day-by-day itinerary per participant group must be submitted to AWF Rwanda within 10 working days of contract signature.
- Participants are school students and their teachers; all activities, accommodation, and logistics must be appropriate for this demographic.

3.4 Deliverables

1. Detailed, day-by-day programme itinerary per beneficiary group, submitted within 10 working days of contract award.
2. Confirmed booking evidence for all gorilla trekking permits, national park entries, accommodation, CBT site arrangements, and transport.
3. Safe, professional transportation, guiding, and activity delivery for all scheduled visits.
4. Provision of all meals, accommodation, entry fees, and ancillary services as specified.
5. Per-trip activity report for each group, covering: dates, destinations, participants, activities undertaken, and any incidents or deviations.
6. Consolidated final programme report, with photographs and narrative, submitted to AWF Rwanda within 21 days of the last trip date.

SECTION 4: ELIGIBILITY AND QUALIFICATION REQUIREMENTS

Only tour operators meeting all mandatory eligibility criteria below will be admitted to the technical and financial evaluation stages.

4.1 Mandatory Eligibility Criteria

#	Criterion	Required Documentary Evidence
1	Legal Registration	Certificate of Incorporation / Business Registration (RDB)
2	Tour Operator Licence	Valid RDB Tour Operator Licence — current year
3	Tax Compliance	Valid Rwanda Revenue Authority (RRA) Tax Clearance Certificate
4	Social Security Compliance	Valid RSSB Compliance Certificate
5	Gorilla Trekking Track Record	Proof of prior gorilla trekking coordination — reference letters or client testimonials from at least 2 groups
6	Active Bank Account	Confirmation letter of active business bank account in Rwanda
7	Non-Conflict of Interest	Signed Declaration of No Conflict of Interest with AWF Rwanda (Annex II)

4.2 Technical Qualification Requirements

- Minimum three (3) years of active licensed tour operation in Rwanda.
- Demonstrated prior experience organizing group tours for school or youth groups (evidence required).
- Established relationships with Volcanoes National Park management for gorilla trekking permit
- Access to an appropriate transport fleet or credible, documented transport partnerships.
- At least two (2) RDB-certified or equivalent professional tour guides currently on staff.
- Demonstrated capacity to manage multi-destination, multi-group itineraries concurrently (provide 2proof for previous multi-destination, multi-group itineraries) .
- Prior engagement with CBT sites in Rwanda is an added advantage.

SECTION 5: EVALUATION CRITERIA AND SELECTION METHODOLOGY

- Proposals will be evaluated using a combined technical and financial scoring methodology aligned with the Best Value for Money principle. The operator who offers the richest, most comprehensive, and most professionally organized tourism programme within RWF 12,000,000 will be selected.
- The evaluation is weighted as follows: Organizational Capacity (20 points), Technical Proposal (50 points), Financial Proposal (30 points) — totalling 100 points.

5.1 Evaluation Scoring Grid

Evaluation Criterion	Sub-Criteria	Max. Score
A. Organizational Capacity (20 points)		
	Years of active operation as a licensed tour operator (Minimum 3 years of active license)	5
	Demonstrated experience organizing school / youth group tours (2 proof)	5
	Quality, size, and roadworthiness of transport fleet (2 proof)	5
	Number of RDB-certified professional tour guides on staff	5
B. Technical Proposal (50 points)		
	Number and diversity of proposed destinations & products (incl. CBTs)	25
	Quality, coherence, and realism of proposed itinerary	12
	Gorilla trekking arrangements — confirmation for minimum 17 participants	10
	Safety, risk management, and emergency response plan	3
C. Financial Proposal (30 points)		
	Comprehensiveness of cost coverage — all mandatory components included	10
	Value for money — richness of experience delivered per RWF spent	12
	Transparency and clarity of budget breakdown per destination/component	8
TOTAL SCORE		100

Disqualification conditions: (a) Proposals omitting any mandatory service component will be disqualified regardless of score. (b) Financial proposals with a total programme cost exceeding RWF 12,000,000 will be automatically disqualified. (c) Proposals scoring below 35 out of 50 on the Technical Proposal criterion will not proceed to financial evaluation.

5.2 Selection Process

7. Administrative review: All submissions are checked against mandatory eligibility criteria. Non-compliant submissions are excluded.
8. Technical evaluation: Compliant proposals are scored by an AWF Rwanda evaluation committee against criteria A and B above.
9. Financial evaluation: Proposals scoring at least 35/50 on the Technical Proposal criterion proceed to financial scoring (criterion C).
10. Best-value award: The contract is awarded to the bidder with the highest combined score (A + B + C) delivering the richest experience within budget.
11. Clarifications: AWF Rwanda reserves the right to request written clarifications from any bidder during evaluation. Responses must be submitted within 48 hours of the clarification request.

SECTION 6: PROPOSAL SUBMISSION REQUIREMENTS

All proposals must be submitted exclusively through the designated online Box.com submission portal. Physical or email submissions will not be accepted.

6.1 Submission Portal

Submission Platform	Box.com — Secure Online Upload
Box.com Upload Link	https://awf.box.com/s/ibu0jjty8rdaixxjis62auac1bm9xgt
Submission Deadline	28th May 2026 at 17:00 (Kigali Time)
File Format	PDF (preferred) or Microsoft Word (.docx) for all documents; Excel (.xlsx) for financial template
File Naming Convention	[CompanyName]_STC_RFP_2025_TechnicalProposal / FinancialProposal

Note: Technical and Financial Proposals must be uploaded as separate files to the Box.com portal. Late uploads will not be considered. AWF Rwanda will send an email acknowledgment within 24 hours of receipt. If you do not receive an acknowledgment, contact AWF Rwanda immediately (see Section 9).

6.2 Technical Proposal — Required Content

12. Cover letter confirming understanding of and commitment to the full scope of the assignment.
13. Company profile: legal status, years of operation, licensing details, key past clients.
14. Copies of all mandatory eligibility documents listed in Section 4.1.
15. CVs and RDB certification copies for all proposed tour guides (minimum 2).
16. Detailed proposed programme itinerary per destination group including: proposed dates/timeline, destinations and products, activities, accommodation details, meal plan, and transport arrangements.
17. Evidence of prior school/youth group tour experience — minimum 2 reference letters or client endorsements.
18. Written confirmation of capacity to procure gorilla trekking permits for a minimum of 17 participants.
19. Description of CBT site(s) proposed, including contact or agreement with CBT management.
20. Safety, emergency, and risk management plan.

6.3 Financial Proposal — Required Content

21. Completed Financial Proposal Template (Annex I) with detailed cost breakdown per destination per participant.
22. Total aggregated programme cost — must not exceed RWF 12,000,000 inclusive of all taxes.
23. Clear indication of all items included and excluded in the quoted price.
24. Financial proposal validity: minimum 60 days from the submission deadline.
25. Proposed payment schedule (AWF Rwanda's preferred schedule is detailed in Section 7.2).

All financial proposals must be denominated in Rwandan Francs (RWF), inclusive of all applicable taxes and levies.

SECTION 7: CONTRACT TERMS AND CONDITIONS

7.1 Contract Type

The selected tour operator will enter into a Fixed-Price Service Contract with AWF Rwanda for the full provision of the tourism experience packages as described in this document. The total contract value shall not exceed RWF 12,000,000 and will be fixed at the agreed amount with no cost escalation permissible.

7.2 Payment Schedule

AWF Rwanda operates under donor-funded programme budgets with strict financial accountability requirements. The following payment schedule applies:

Installment	Milestone / Trigger	% of Contract Value	Max. Amount (RWF)
1st Installment	Contract signature and submission of confirmed programme itinerary, gorilla permit bookings, and accommodation confirmations	30%	≤ RWF 3,600,000
2nd Installment	Successful completion of minimum 50% of all scheduled trips, with corresponding per-trip reports submitted and approved by AWF Rwanda	50%	RWF 6,000,000
Final Payment	Completion of all scheduled trips and approval of the consolidated final programme report by AWF Rwanda	20%	RWF 2,400,000

Note: The first installment shall not exceed 30% of the total contract value under any circumstances, in line with AWF's financial management policies. Operators proposing alternative payment schedules must ensure the first installment does not exceed this threshold.

7.3 Key Contract Obligations and Clauses

- The operator shall maintain professional liability and group travel insurance covering all 72 participants during all programme activities.
- All gorilla trekking permit bookings must be confirmed in writing and shared with AWF Rwanda at least 21 days prior to the scheduled trekking dates.
- The operator shall not subcontract any component of this assignment to a third party without prior written authorization from AWF Rwanda.
- AWF Rwanda reserves the right to cancel or reschedule trips in cases of force majeure, national park closures, or security advisories, without penalty to either party.
- Any incident, accident, health emergency, or security concern during programme activities must be reported to AWF Rwanda within 24 hours.
- The operator shall not use photographs or images of participants for any marketing, social media, or publicity purposes without explicit written consent from AWF Rwanda and the participants' guardians.

- The operator must maintain attendance records for each trip and share them with AWF Rwanda upon request.

SECTION 8: INDICATIVE PROCUREMENT TIMELINE

Activity	Indicative Date
Publication and Issuance of RFP on Box.com Portal	7 th May 2026
Deadline for Written Clarification Requests	28 th May 2026
AWF Rwanda Response to Clarification Requests	23 rd May 2026
Proposal Upload Deadline (Box.com)	28 th May 2026, 17:00 Kigali Time
Technical Evaluation by AWF Rwanda Committee	29 th May to 1 June 2026
Financial Evaluation	29 th May to 1 June 2026
Notification of Selected Tour Operator	1-5 June 2026
Contract Negotiation and Signing	8-12 June 2026
Submission of Confirmed Itinerary and Bookings (1st Milestone)	22 June 2026
Commencement of Tourism Programme Activities	25 th June to 25 August 2026
Submission of Consolidated Final Report	14 th September 2026.

SECTION 9: CONTACT INFORMATION AND ENQUIRIES

All enquiries related to this RFP must be submitted in writing to the contact details below. Oral or telephone enquiries will not be entertained. Only written responses issued formally by AWF Rwanda will be binding. All clarifications and responses will be shared via the Box.com portal link and/or by email to all registered bidders.

Organization	African Wildlife Foundation (AWF) — Rwanda Country Office
Programme	Volcanoes Conservation and Development Program (VCDP)
Contact Person	Patrick NSABIMANA, Rwanda Country Coordinator
Physical Address	Rwanda Country Office, 49KG 647ST Kigali, Rwanda
Email Address	Contact: rwprocurement@awf.org
Telephone	+250790008820//0788414323
Clarification Deadline	Written requests only, within 21 days calendar days of RFP issuance

AWF Rwanda reserves the right to amend this RFP, cancel the procurement process, or reject any or all proposals at any stage without incurring liability to bidders. This RFP does not constitute a binding commitment to award a contract. All submitted proposals become the property of AWF Rwanda and will not be returned.

END OF REQUEST FOR PROPOSALS

ANNEX I: FINANCIAL PROPOSAL TEMPLATE

Bidders must complete this template for their financial proposal. Add rows as needed. All amounts in RWF, inclusive of all applicable taxes. The total programme cost must not exceed RWF 12,000,000. (Destinations in this template are examples only , you have to add those proposed in your technical proposal)

Destination / Activity / CBT Site	No. of Pax	Gorilla/Entry Permits (RWF)	Transport (RWF)	Accommodation (RWF)	Meals (RWF)	Guide Fees (RWF)	Other Costs (RWF)	Sub-Total (RWF)
Gorilla Trekking — Volcanoes NP	Min. 17							
Akagera National Park								
Nyungwe Forest National Park								
Gishwati-Mukura NP								
CBT Site 1 (specify)								
CBT Site 2 (specify)								
Cultural Tour (Nyanza / Kigali)								
Lake Kivu / Twin Lakes								
Other Destination (specify)								
TOTAL PROGRAMME COST (RWF)	72							

Maximum allowable total programme cost: RWF 12,000,000 (inclusive of all taxes). Proposals exceeding this ceiling will be automatically disqualified.

ANNEX II: DECLARATION OF ELIGIBILITY AND NON-CONFLICT OF INTEREST

I, the undersigned, duly authorised to represent [Insert Company Name], hereby solemnly declare that:

26. Our company meets all mandatory eligibility criteria stated in Section 4 of this RFP.
27. Our company was not involved in the preparation of this RFP and has no conflict of interest with AWF Rwanda, its staff, or its partner organisations.
28. Our company has not been debarred, suspended, or blacklisted from participating in any public or donor-funded procurement by any national or international institution.
29. All information and documents submitted with this proposal are truthful, accurate, and complete to the best of my knowledge. I understand that submission of false information may result in immediate disqualification and potential legal action.
30. We commit to maintaining strict confidentiality of all AWF Rwanda information and programme details shared in the course of this procurement.
31. We understand and accept all terms and conditions of this RFP.

Signed by authorised representative:

Full Name	
Title / Position	
Company Name	
Date	
Signature & Company Stamp	

END OF DOCUMENT