



MINISTRY OF HUMAN RESOURCES, CULTURE, TOURISM & DEVELOPMENT

BUREAU OF HUMAN RESOURCES

3rd Floor, Executive Building, National Capitol, Ngerulmud

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REQUEST FOR PROPOSAL

Date of Issue: **September 3, 2024**

RFP No.: **PCS-2024-45**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2024-45

Solicitation Title: to provide the Ministry of Health and Human Services with Electronic Health Systems (EHS) Maintenance Services and Technical Support.

Date of Issue: September 3, 2024

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: September 6, 2024 (Friday) 4:00 pm Palau Time

Answers/ Response: September 11, 2024 (Wednesday) 11:00 am Palau Time

Expression of Interest: September 13, 2024 (Friday) 4:00 pm Palau Time

Proposal Due Date and Time: September 17, 2024 (Tuesday) 4:00 pm Palau Time

RFP Opening Date: September 18, 2024 (Wednesday) 10:00 am Palau Time

Anticipated Contract Award: By October 18, 2024

Terralyn R. Nabeyama
Director/Procurement Officer

SECTION A – RFP INFORMATION

I. RFP Purpose, Type, Process

- a. Purpose. The Bureau of Human Resources of the Government of Palau is soliciting proposals from interested qualified individual, business agencies or institutions **to provide the Ministry of Health and Human Services with Electronic Health Systems (EHS) Maintenance Services and Technical Support.**
- b. Interested vendors may obtain copies of specifications by contacting the Bureau of Human Resources Procurement website <http://palaugov.pw/rfp-bids/> or calling 680-767-2415/1126.
- c. Type of RFP. This is a *competitive negotiated contract where evaluation is based on various criteria.*
- d. Funding. This project will be fully funded by **local funds**. Offers or proposals may also be rejected, and no contract may be awarded by the Procurement Officer pursuant to the Republic of Palau Procurement law.
- e. Inspection. Offeror acknowledges that the submission of a proposal provides the Republic of Palau the right to inspect at reasonable time the part of the plant or place of business of a contractor or subcontractor which is related to the performance of any contract awarded by the government. Failure to allow inspection may result in the rejection of the proposal/offer.
- f. Business Laws and Taxes. A successful contractor must comply with local business laws and shall be subject to applicable Republic of Palau taxes and fees. In order to be awarded a contract, **a vendor shall provide proof of applicable ROP Business License (Applicable Business License)** as well as be in good standing with the Bureau of Revenue and Taxation.
- g. Potential finalist interviews/demonstrations: If necessary, the Procurement Officer will notify vendors for additional information and/or discussions. However, it is required that **proposals shall be inclusive of any and all information** needed for the ROP to make a determination on the best proposal.
- h. Award. It is anticipated that a vendor will be awarded within 30 days of the Bid opening unless otherwise approved by the Procurement Officer.

II. Preparation/Submission of Proposal

- a. Intention to Bid. In order for your business to be considered for this RFP, you **MUST** submit a written Expression of Interest (EOI) to the Procurement Officer by **September 13, 2024** by emailing hr@palaugov.org or providing a written EOI to the Bureau of Human Resources Office located at the 3rd Floor Executive Building in Ngerulmud, Melekeok. The email or letter shall include Business or organization



Name, Point of Contact or Authorized Representative, phone number, email address, and statement of your interest to bid.

- b. Vendors are invited to participate in the competitive selection process for the Services outlined in this RFP. Responding parties shall review their Proposal submissions to ensure the following requirements are met.
- c. Required Submittal Details and Quantities. ***Proposals must be submitted in electronic format (in a USB/thumb drive) of the finalized proposal, one (1) original printed proposal and three (3) hard copies). Proposals must be enclosed in an envelope and addressed to the above address with the RFP No. indicated on the envelope.*** In addition to the hard copies of the proposal, one complete and exact copy of the entire proposal on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office compatible format or PDF format shall also be submitted. The electronic copy must be a mirror image of the hard copy. Proposals must be received by the Bureau of Human Resources Office in Capitol by 4:00pm (Palau Time) on September 17, 2024, which is the closing date of this RFP. Proposals received before the issuance date and after the closing date of this RFP will not be considered.
- d. Proposal Format. Please comply with the following format:
 - i. Section 1 – Provide the Company Information – Name and contact information of authorized representative, copy of Business License, other information relevant to the service.
 - ii. Section 2 – Description services, schedules, etc.
 - iii. Section 3 – Total Cost of Proposal.
- e. Vendor Responsibilities. All Vendors shall:
 - i. examine the entire RFP,
 - ii. seek clarification of any item or requirement that may not be clear,
 - iii. check all responses for accuracy before submitting a Proposal and,
 - iv. submit the entire Proposal by the Proposal Due Date and Time.
- f. Cost of Proposal Preparation. The ROP does not reimburse the cost of developing, presenting or providing any response to this solicitation. Proposals submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Vendor is responsible for all costs incurred in responding to this RFP. All materials and documents submitted in response to this RFP become the property of the ROP and will not be returned.



III. Inquiries

- a. All Inquiries and Clarification shall be received by email hr@palaugov.org no later than 4 pm (Palau Time) **September 6, 2024**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/rfp-bids/>- COB on **September 11, 2024**.

IV. RFP Timeline:

Bidding Period	September 3, 2024 – September 17, 2024
Inquiries/Clarification Due	September 6, 2024 (4pm Palau Time)
Answers Responses will be Posted After	September 11, 2024 (11am Palau Time)
Expression of Interest	September 13, 2024 (4pm Palau Time)
RFP Closing Date	September 17, 2024 (4pm Palau Time)
RFP Opening Date	September 18, 2024
Anticipated Contract Award	October 18, 2024

V. Scope of Work

Electric Health Systems Maintenance Service and Technical Support

1. Introduction

This document outlines the scope of work for Electronic Health System (EHS) Maintenance Service and Technical Support for the Ministry of Health and Human Services (MHHS). The successful bidder will provide comprehensive support and maintenance for the following digital health solutions:

- Tamanu
- Tupaia
- DHIS2
- Senaite

2. Services

The following services are included in this scope of work:

- **2.1 Comprehensive Support and Maintenance:**
 - The vendor will provide ongoing support and maintenance for the listed EHS solutions. This includes:
 - Troubleshooting and resolving technical issues related to hardware, software, and network connectivity.
 - Maintaining system uptime and performance optimization.
 - Applying security patches and updates in a timely manner.
 - Monitoring system activity for potential issues and proactively addressing them.
 - Performing data backups and disaster recovery procedures.

- **2.2 Dedicated Support Desk:**
 - The vendor will establish a dedicated support desk accessible through multiple channels:
 - Email
 - Ticketing system
 - Live chat
 - Instant messaging platforms (WhatsApp, Viber, Telegram)
 - The support desk will be staffed by qualified technicians capable of resolving user inquiries and technical issues related to the EHS.

- **2.3 Incident Response:**
 - The vendor will define a tiered response system for reported issues based on their severity classification (as specified in the proposal).
 - The response time for each issue tier will be clearly outline in the proposal.

- **2.4 Training and Resources:**
 - The vendor will offer regular training sessions for MHHS staff on the functionalities and proper use of the EHS solutions.
 - Training materials and resources will be provided to support ongoing learning and references.

- **2.5 System Maintenance:**
 - The vendor will perform the following maintenance activities:
 - Scheduled system maintenance with prior notification to MHHS.
 - Ad-hoc bug fixes and troubleshooting.
 - System upgrades and security patch installations.

- **2.6 Reporting:**
 - The vendor will generate regular reports on system performances, usage statistics, and identified issues.
 - The report format and frequency will be agreed upon with MHHS.

3. Deliverables

The following deliverables are expected from the successful bidder:

- Service Level Agreement (SLA) outlining response times, support channels, and escalation procedures.
- Detailed work plan for EHS maintenance activities.
- Training materials and resources for MHHS staff.
- Regular reports on system performance, usage, and identified issues.

4. Additional Information

MHHS reserves the right to request additional information from vendors during the bidding process to clarify their proposals.

5. Confidentiality

All information provided by MHHS related to this project will be considered confidential. Vendors are required to sign a Non-Disclosure Agreement (NDA) before receiving any sensitive information.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

No.	Criteria	Percentage
1	Expertise and experience of the vendor in supporting EHS solutions	10%
2	Proposed methodology for providing comprehensive support and maintenance.	20%
3	Capabilities and qualifications of the support desk team.	10%
4	Response time commitments for different issues severities.	10%
5	Training and knowledge transfer strategy.	20%
6	Cost proposal for the services.	30%
	TOTAL	100%

The maximum possible total combined score for a proposal is 5 weighted points. Each Major category is assigned a weight, and each evaluator will rate the categories with the following points:

Points	Description
0	Fails
1	Poor
2	Fair
3	Good
4	Very Good
5	Excellent

Proposals will be evaluated based on the following formula:

Criteria 1 Points x Weight % = Criteria 1 Score

Criteria 2 Points x Weight % = Criteria 2 Score

Criteria 3 Points x Weight % = Criteria 3 Score

Criteria 4 Points x Weight % = Criteria 4 Score

Criteria 5 Points x Weight % = Criteria 5 Score

Criteria 6 Points x Weight % = Criteria 6 Score

Criteria 1 + Criteria 2 + Criteria 3 + Criteria 4 + Criteria 5 + Criteria 6 = TOTAL SCORE

