



MINISTRY OF HUMAN RESOURCES, CULTURE, TOURISM & DEVELOPMENT
BUREAU OF HUMAN RESOURCES
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REQUEST FOR PROPOSAL

Date of Issue: **February 17, 2025**

RFP No.: **PCS-2025-20**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2025-20

Solicitation Title: to assist the Ministry of Health and Human Services in providing Caregiver Services for their Transition Facility.

Date of Issue: February 17, 2025

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: February 20, 2025 (Thursday) 4:00 pm Palau Time
Answers/ Response: February 25, 2025 (Tuesday) 11:00 am Palau Time
Expression of Interest: February 28, 2025 (Friday) 4:00 pm Palau Time
Proposal Due Date and Time: March 3, 2025 (Monday) 4:00 pm Palau Time
RFP Opening Date: March 4, 2025 (Tuesday) 10:00 am Palau Time
Anticipated Contract Award: By April 3, 2025

Terralyn B. 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 assist the Ministry of Health and Human Services in providing Caregiver Services for their Transition Facility.**
- 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 a U.S. Federal Grant known as the **US CDC** federal grant. 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 **February 28, 2025** 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 March 3, 2025, 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. Responsibility of Bidders and Offerors

Awards shall be made only to responsible bidders or offerors who:

 - (1) Have adequate financial resources to perform the contract or the ability to obtain the finances;
 - (2) Be able to comply with required delivery or performance schedule;
 - (3) Have the necessary organization, experience, and skills required to perform the contract or have ability to obtain them;
 - (4) Have the necessary production, construction, and technical equipment facilities or the ability to obtain them; and



- (5) Be qualified and eligible to receive the award under applicable laws and rules.

If you meet or can meet the above criteria, ensure to:

- 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) **February 20, 2025**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/rfp-bids/>- COB on **February 25, 2025**.

IV. RFP Timeline:

Bidding Period	February 17, 2025 – March 3, 2025
Inquiries/Clarification Due	February 20, 2025 (4pm Palau Time)
Answers Responses will be Posted After	February 25, 2025 (11am Palau Time)
Expression of Interest	February 28, 2025 (4pm Palau Time)
RFP Closing Date	March 3, 2025 (4pm Palau Time)
RFP Opening Date	March 4, 2025
Anticipated Contract Award	April 3, 2025

V. Scope of Work

Project Title:

Provide Caregiver Services for the Transition Facility.

Project Objectives:

The Bureau of Public Health and Human Services, Ministry of Health and Human Services is requesting proposals from interested and qualified vendors to provide caregiver services for MHHS Transition Facility. MHHS will enter into an agreement with a care giver vendor to address the personal care and health related services for individual clients of the facility and program. The Transition Facility is a 12-bed care unit operated by the Ministry of Health and Human Services that provides short term transitional services for medically discharged clients transitioning from hospital to home. Medical care is not provided on site. The residences of the facility will be a mix of eligible seniors age 55 years and older and people with disabilities. The transition facility housed up to twelve clients who are bedridden and/or have limited physical mobility. Client eligibility and admission criteria to the facility are determined by the Division of Human Services, Bureau of Public Health, Ministry of Health and Human Services.

The Request for Proposal (RFP) offers an invitation for qualified providers of personal care and health-related services to submit a competing proposal to serve as the service provider for the transition care program.

Requirements and Scope of Services:

- Vendor must have the human resource capacity to operate a 24 hour /7day week operation. A minimum of 2 care giver per shift is required.
- Caregivers must possess a valid care givers certification.
- Caregivers must be CPR certified.
- Caregivers must be at least 18 years of age.
- Caregivers must have the ability to read and write and speak in English and Palauan.
- Caregivers must pass a required physical exam.
- Caregivers must be able to lift and/or move up to 50 pounds.
- Caregivers must possess a valid driver's license.
- Assist clients with daily living activities, including bathing, grooming, dressing, eating, medication assistance and using the bathroom.
- Experience in providing care management and community-based services in assisted living.
- Work with the program to ensure that the transition plan from hospital to the facility is implemented and monitored.
- Support program in providing care management and follow up services for homebound clients.



- Ensure that discharge instructions are followed to reduce risk of re-hospitalization; assistance with ongoing therapy per instruction from medical providers.
- Work with the program to implement wellness programs including social and recreational activities for clients in the facilities.
- Coordinate with program and medical providers to develop and implement a health and transition plan from the hospital to clients' homes.

Caregiver Responsibilities:

- Following a prescribed healthcare plan, which may include assisting with exercise and administering medication.
- Ensuring the client's room is organized according to their needs and that safety measures are in place. You may also be expected to assist with some light housework.
- Providing emotional support to clients' family.
- Providing mobility assistance is required; for example, helping the client in and out of bed, a chair, or a wheelchair and turning bedridden clients every two hours.
- Provide minor wound care and dressing change.
- Support the care of foley catheter for clients who have healed and those who have long-term feeding tube.
- Monitoring and reporting changes in health, behavior, and needs.
- Assists clients with activities of daily living, including bathing, dressing, grooming, toileting, transferring and getting to and from activities and meals according to the individual service plan.
- Serves meals to clients in the dining room or rooms.
- Encourages clients to eat a proper diet and take adequate fluids while respecting the client's right to free choice, and records and reports changes in resident's eating habits to the supervisor.
- Initiates and participates in leisure activities provided for clients as described in the activity calendar and encourages residents to socialize and participate in planned activities or programs.
- Maintains clients' records daily in a timely manner and in accordance with company policy and procedures; documents medication distribution as applicable, leisure activities, incidents, and observations; reports any changes in client's physical condition and/or behavior, and visitors; observes and reports the health and emotional condition of each client; and promptly reports all changes to the supervisor.
- Assists clients with medication as defined in medication procedure; assists or supervises clients who self-administer medication; follows physician orders to administer medication to clients who cannot self-administer their medications and follows medication policies and procedures.

- Maintains a clean, safe, and orderly environment for the clients; performs general housekeeping; and follows cleaning schedules for resident laundry, bedrooms, dining area, living space, bathrooms, kitchen, and other areas.
- Follows proper procedures in emergency situations and responds promptly and positively to clients' request for assistance.
- Knows location of each client, reminds them to sign out when they leave the building, and notifies the supervisor immediately if unable to locate a client.
- Encourages teamwork through cooperative interactions with co-workers.
- Help clients with physical therapy exercises.
- Report any unusual incidents or behavior.
- Maintain a safe environment for clients.
- Maintain appropriate documentation (manual and electronic) at all times.
- Maintain confidentiality.

Selection Criteria:

- Demonstrated experience implementing similar programs/activities as described.
- Vendor must have current or updated business license.
- Preference for local vendor.

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Evaluation Criteria

No.	Criteria	Percentage
1	Overall proposal suitability: Proposed project design must meet the scope and needs outlined in the scope of work and be presented in a clear and organized manner.	50%
2	Organizational experience, previous work and technical expertise: Bidders will be evaluated on their experience as it pertains to the scope of this project. Bidders must provide descriptions and documentation of staff technical expertise and experience.	25%
3	Value and Cost: Bidders will be evaluated on the cost of their project design based on the work to be performed in accordance with the scope of this project.	25%
	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 1 + Criteria 2 + Criteria 3 = TOTAL SCORE

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