



MINISTRY OF HUMAN RESOURCES, CULTURE, TOURISM & DEVELOPMENT

BUREAU OF HUMAN RESOURCES

3rd Floor, Executive Building, National Capitol, Ngerulmud

P.O. Box 6011, Melekeok, Republic of Palau 96940

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E-Mail: hr@palaugov.org Website: <http://www.palaugov.org/hr>

REQUEST FOR PROPOSAL

Date of Issue: **March 11, 2024**

RFP No.: **PCS-2024-20**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2024-20

Solicitation Title: to provide the Ministry of Health and Human Services with the following services:

- Community Health Workers (CHW) Training Program Director
- Community Health Workers (CHW) Executive Training Program Director

Date of Issue: March 11, 2024

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: March 14, 2024 (Thursday) 4:00 pm Palau Time

Answers/ Response: March 20, 2024 (Wednesday) 11:00 am Palau Time

Expression of Interest: March 22, 2024 (Friday) 4:00 pm Palau Time

Proposal Due Date and Time: March 25, 2024 (Monday) 4:00 pm Palau Time

RFP Opening Date: March 26, 2024 (Tuesday) 10:00 am Palau Time

Anticipated Contract Award: By April 25, 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 the following services:**
 - **Community Health Workers (CHW) Training Program Director**
 - **Community Health Workers (CHW) Executive Training Program Director**
- 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 the **COVID Response and Resilient Community (CCR) Project under the Control Disease Center (CDC)**. Award of contract is subject to the availability of 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 **March 22, 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 March 25, 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) **March 14, 2024**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/rfp-bids/>- COB on **March 20, 2024**.

IV. RFP Timeline:

| | |
|--|----------------------------------|
| Bidding Period | March 11, 2024 – March 25, 2024 |
| Inquiries/Clarification Due | March 14, 2024 (4pm Palau Time) |
| Answers Responses will be Posted After | March 20, 2024 (11am Palau Time) |
| Expression of Interest | March 22, 2024 (4pm Palau Time) |
| RFP Closing Date | March 25, 2024 (4pm Palau Time) |
| RFP Opening Date | March 26, 2024 |
| Anticipated Contract Award | April 25, 2024 |

V. Scope of Work

1. COMMUNITY HEALTH WORKERS (CHW) EXECUTIVE TRAINING PROGRAM DIRECTOR

Goals and Objectives:

- The overall goal is to develop community resilience through the decentralized delivery of community-based COVID-19 and primary health care services.

Activities and Tasks:

- Work under Training Program Director to oversee CHW training program implementation to train up-to-25-CHW graduates annually for 3 years.
- Executing all training activities related to training a cohort of 25-Community Health Worker candidates per year for three years to provide Primary Health Care (PHC) Services for the 16-states throughout the Republic of Palau
- Develop and implement an academic and hand-on clinical PHC curriculum for a 6-month CHW training program to cover 5 thematic domains (COVID-19 and other Infectious Diseases, Non-Communicable Diseases, Maternal Child Health, Behavioral Health, and Homecare for the Elderly and Homebound).
- Develop and implement complementary courses in English Fluency and Study Skills to support the academic progress of CHW students.

- Develop and implement appropriate assessment for CHW students to include formative and summative assessment of student progress.
- Work with CHW Grant Administration to oversee overall procuring, developing and implementing of educational materials for CHW training program.
- Oversee recruitment, organizing and scheduling of consultants, lectures and clinical tutors for on-going academic and clinical training.

Outputs and Deliverables:

- Work with administrative staff to recruit and retain student candidates.
- Work with CHW Grant Administrators to identify academic and clinical training venues, student transportation, delivery of student and staff lunches and other support services.
- Work with CHW Grant Administrators to develop and implement appropriate agreements and MOUs where necessary in order to conduct academic/clinical CHW training with Palau Community College, States' Governors, CHCs, local elementary schools, community centers, private medical clinics and other collaborative entities.
- Work with CHW Grant Administrators to develop clinical relationships between Ministry of Health and Human Services (MHHS) and Community Health Center (CHC) clinical staff for training and supervision of CHW students and graduates including a two-to-three-month Internship.
- Work with CHW Grant Administration to manage quarterly and annual training budgets to include budget for academic and clinical staffing and consultants.
- Other responsibilities include supervising part time academic and clinical tutors who will be:
 - Responsible for teaching their specific discipline.
 - Reviewing classroom or curricula topics and assignments
 - Assisting students with homework, projects, test preparation, papers, research, and other academic tasks
 - Working with students to help them understand key concepts, especially those learned in the classroom
 - Demonstrating academic best practices for specific subjects and assignments, including research and writing tactics.
 - Developing and distributing teaching materials to supplement classroom lessons, including study guides
 - Work with training team to implement continuing and final course assessment
 - Provide students with positive and constructive feedback
- The Executive Training Director will assist the Project Training Director in providing monthly progress reports regarding the academic and clinical aspects of the CHW training program to include student recruitment, academic and clinical staff management, student assessment and overall academic and clinical training progress of CHW students.

Qualifications:

- Education in Community Health and Clinical Services

- Experience in training medical and allied health workers
- At least 10 years' experience in the medical field and community health field.

Project Duration:

- Project duration is ended on August 31, 2025, including services, contractual and or project extension.

2. COMMUNITY HEALTH WORKERS (CHW) TRAINING PROGRAM DIRECTOR

Goals and Objectives:

- The overall goal is to develop community resilience through the decentralized delivery of community-based COVID-19 and primary health care services.

Activities and Tasks:

- Oversee training program implementation to train up-to-25-CHW graduates annually for 3 years.
- Oversee all training activities related to training a cohort of 25 Community Health Worker candidates per year for three years to provide Primary Health Care (PHC) Services for the 16 States throughout the Republic of Palau
- Oversee the development of implementation plans on academic and hands-on clinical PHC curriculum for a 6-month CHW training program to cover 5 thematic domains (COVID-19 and other Infectious Diseases, Non-Communicable Disease, Maternal Child Health, Behavioral Health, and Homecare for the Elderly and Homebound).
- Oversee the development of implementation plans on a complementary course in English Fluency and Study Skills to support the academic progress of CHW students.
- Oversee the development of implementation plans on appropriate assessment for CHW students to include formative and summative assessment of student progress.
- Work with CHW Grant Administration to oversee overall procuring, developing and implementing of educational materials for CHW training program.
- Oversee recruitment, organizing and scheduling of consultants, lecturers, and clinical tutors for on-going academic and clinical training.

Outputs and Deliverables:

- Work with administrative staff to recruit and retain student candidates.
- Work with CHW Grant Administrations to identify academic and clinical training venues, student transportation, delivery of student and staff lunches and other support services.
- Work with CHW Grant Administration to develop and implement appropriate agreements and MOUs where necessary in order to conduct academic/clinical CHW training with Palau Community College, States' Governors, CHCs, local elementary schools, community centers, private medical clinics and other collaborative entities.

- Work with CHW Grant Administration to develop clinical relationships between Ministry of Health and Human Services (MHHS) and Community Health Center (CHC) clinical staff for training and supervision of CHW students and graduates including a two-to-three-month Internship.
- Work with CHW Grant Administration to manage quarterly and annual training budgets to include budget for academic and clinical staffing and consultants.
- Provide monthly progress reports of the academic and clinical aspects of the CHW training program to include student recruitment, academic and clinical staff management, student assessment and overall academic and clinical training progress of CHW students.

Qualifications:

- Education in Community Health and Clinical Services
- Experience in training medical and allied health workers
- At least 10 years' experience in the medical field
- At least 10 years' experience in the field of community health

Project Duration:

- Project duration is ended on August 31, 2025, including services, contractual and or project extension.

VI. Evaluation Criteria

| No. | Criteria | Percentage |
|------------|-----------------|-------------------|
| 1 | CAPACITY | 50% |
| 2 | TOTAL COST | 50% |
| | 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 1 + Criteria 2 = TOTAL SCORE