REQUEST FOR PROPOSAL

Date of Issue: May 29, 2024

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2024-34

Solicitation Title: to assist the Ministry of Health and Human Services in providing a contractor with expertise in Public Health Informatics to facilitate Palau's Data Modernization Initiative (DMI).

Date of Issue: May 29, 2024

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: June 3, 2024 (Monday) 4:00 pm Palau Time

Answers/ Response: June 7, 2024 (Friday) 11:00 am Palau Time

Expression of Interest: June 10, 2024 (Monday) 4:00 pm Palau Time

Proposal Due Date and Time: June 12, 2024 (Wednesday) 4:00 pm Palau Time

RFP Opening Date: June 13, 2024 (Thursday) 10:00 am Palau Time

Anticipated Contract Award: By July 12, 2024

Director/Procurement Officer

Terralyn R. Nabeyama
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 a contractor with expertise in Public Health Informatics to facilitate Palau’s Data Modernization Initiative (DMI).


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 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 June 10, 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 June 12, 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) June 3, 2024.

   b. Answers/Responses to Inquiries shall be available online at http://palaugov.pw/rfp-bids/- COB on June 7, 2024.

IV. RFP Timeline:

<table>
<thead>
<tr>
<th>RFP Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>Bidding Period</td>
<td>May 29, 2024 – June 12, 2024</td>
</tr>
<tr>
<td>Inquiries/Clarification Due</td>
<td>June 3, 2024 (4pm Palau Time)</td>
</tr>
<tr>
<td>Answers Responses will be Posted After</td>
<td>June 7, 2024 (11am Palau Time)</td>
</tr>
<tr>
<td>Expression of Interest</td>
<td>June 10, 2024 (4pm Palau Time)</td>
</tr>
<tr>
<td>RFP Closing Date</td>
<td>June 12, 2024 (4pm Palau Time)</td>
</tr>
<tr>
<td>RFP Opening Date</td>
<td>June 13, 2024</td>
</tr>
<tr>
<td>Anticipated Contract Award</td>
<td>July 12, 2024</td>
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V. Scope of Work

Data Modernization Initiative (DMI) Consultant Scope of Work

Purpose:

The Palau Ministry of Health and Human Services (MHHS) is seeking a contractor with expertise in public health informatics to facilitate Palau’s data modernization efforts in moving towards connected, resilient, adaptable and sustainable public health data systems and processes. Activities include provision of public health informatics subject matter expertise, participation in a Data Modernization Initiative (DMI) Advisory Council, development of a Data Modernization Assessment and Data Modernization Plan, and support implementing the plan. The Consultant will coordinate with and report to key MHHS staff leadership (e.g., the MHHS DMI Core Team) throughout the project. To meet the unique needs of Palau, MHHS is seeking a contractor with experience in the Pacific Islands, its current health system landscape, culture and environment. Additional details regarding specific activities are included below.

Activities:

A. Provide public health informatics subject matter expertise

   The contractor will provide the MHHS DMI Core Team with subject matter expertise and consultation on public health informatics to guide data modernization activities in Palau. Subject matter experts (SMEs) will be asked to:

   - Work with internal and external partners to document the status, needs, and opportunities specific to public health data modernization in Palau.
   - Assist in the development, implementation, monitoring and evaluation of the agency’s Data Modernization Plan.
• Identify and connect the MHHS DMI Core Team with other content experts as needed.
• Provide IT support and/or assist MHHS in identifying and coordinating with technology vendors.

B. Participate on Palau’s Data Modernization Initiative (DMI) Advisory Council
The contractor will participate as a subject matter expert in Palau’s DMI Advisory Council. The Advisory Council was established to provide opportunities for partners and stakeholders to share opinions and informed recommendations in the development and implementation of Palau’s DMI plans, as well as support information-sharing and identification of synergies. The contractor is expected to participate in discussions and/or present information as an SME to the advisory council as requested by the MHHS DMI Core Team.

C. Conduct Data Modernization Assessment
The contractor, with input and guidance from the MHHS DMI Core Team, will conduct a comprehensive assessment of Palau’s current system’s capabilities and capacities related to data modernization. This Data Modernization Assessment will involve conducting an environmental scan and assessing information to identify current capacity, gaps, and opportunities to modernize the public health data infrastructure and workforce. In coordination with MHHS staff, the Consultant will:

1) Develop approach for environmental scan to characterize the current state
The contractor will develop and document the approach/methods for an environmental scan to determine key organizational needs to advance data modernization, and capacity to address those needs. Environmental scan methods may involve key informant interviews, focus groups, and/or surveys. The Consultant will review and refine the proposed environmental scan approach with MHHS staff input, and develop data collection instruments (e.g., interview guides, survey instruments) for the environmental scan.

2) Conduct environmental scan
The contractor will review existing data and collect qualitative and quantitative data to inform the Data Modernization Assessment. The contractor will review and/or collect information on topics including (but not limited to):

• Current health information systems, standards, data format and quality, collection and storage, completeness, timeliness, data sharing and interoperability.
• Data MHHS is collecting, including the purpose and specific data needs.
• Data management standards/requirements.
• Data policies and procedures, including relevant standards and legislation.
• Data workflows.
• Workforce competencies, staff roles, and coordination.
• Communication tools and products.
• MHHS physical network (e.g., computer devices and equipment).
• Current and future resources available to support data modernization efforts.
3) Assess information from environmental scan

The contractor will present the findings from the environmental scan to MHHS staff and key partners (e.g., DMI Advisory Council). The contractor will facilitate a systematic assessment of the information gathered in the environmental scan to characterize current capacity, gaps, and opportunities to modernize the public health data infrastructure and workforce. The systematic assessment should include a gap analysis and Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis to organize and convey findings.

D. Develop Data Modernization Plan

With direction from the MHHS DMI Core Team, the contractor will develop a strategic plan to guide MHHS public health data modernization efforts. The Data Modernization Plan will be informed by findings from the Data Modernization Assessment and will summarize MHHS data modernization priorities and goals.

1. Identify strategic priorities and objectives

The contractor will facilitate strategic planning sessions to brainstorm, refine, and prioritize strategic priorities and objectives to modernize Palau’s public health data infrastructure and workforce, in addition to implementation priorities and tracks or work. Key MHHS staff and partners (e.g., DMI Advisory Council) will participate in planning sessions. The contractor will document proposed priorities, objectives, and implementation priorities and present the draft to the MHHS Core Team for final review and approval. A key output for this work will include a strategic map (i.e., a one-page visual which displays the data modernization strategic priorities and the path for implementing them).

2. Develop implementation plans

The contractor, with input from the MHHS DMI Core Team, will develop implementation plans (or annual operation plans) that describe the action steps, timelines, budget considerations, and assignment of responsibilities to advance the Data Modernization Plan. The implementation plans will identify which strategic objectives and workstreams need to be prioritized each year. As part of this process, the contractor will facilitate action planning sessions with the MHHS DMI Core Team and individuals assigned to lead discrete strategic priorities (i.e., Strategic Priority Leads) to identify and prioritize action steps needed to accomplish the strategic priority, in addition to the timelines and staff assigned to specific tasks. The contractor will document detailed workplans for each strategic priority on an annual basis and present the draft to the MHHS DMI Core Team for final review and approval.

3. Develop a monitoring and evaluation plan

The contractor will work with the MHHS DMI Core Team and Strategic Priority Leads to develop a plan to monitor and progress towards implementing the Data Modernization Plan, and to capture outcomes. Performance measures should be identified to help characterize whether workplan activities are effectively advancing strategic objectives. The monitoring and evaluation plan may also include process
and outcome measures that support progress reporting to MHHS leadership and staff, the DMI Advisory Council, funders, and other key parties as identified by the MHHS DMI Core Team.

E. Implement and monitor progress on Data Modernization Plan

With guidance from the MHHS DMI Core Team, the contractor will oversee implementation and monitoring of the Data Modernization Plan. The contractor will adopt agile project management approaches, which allow for adaptive and collaborative methods for advancing the Data Modernization Plan, and will:

1. Identify and track resources

The contractor will collaborate with the MHHS DMI Core Team to identify staff resources to serve as Strategic Priority Leads and workgroup members. The Consultant will also identify resource needs (e.g., funding, additional staff, technical assistance, vendor services, etc.), and will coordinate with the MHHS DMI Core Team to determine options for addressing those needs.

2. Advance implementation

The contractor will serve different roles in support of advancing the Data Modernization Plan, such as:

- Project manager overseeing implementation and monitoring of the Data Modernization Plan.
- Strategic Priority Lead and/or workgroup member supporting implementation of discrete priorities.
- SME advising on public health informatics topics.
- Communications support, developing and disseminating information and updates and data modernization efforts to key audiences.
- Contractor will work with MHHS designated point of contact or project coordinator to advance the DMI plan.

3. Report on progress

The contractor will collect and generate reports quarterly and annually, documenting progress on strategic priorities, including potential opportunities, challenges, risks, and recommended steps to mitigate issues. The Consultant will review reports with MHHS DMI Core Team and, when appropriate, with the DMI Advisory Council. The contractor will also collect data and key metrics in support of the monitoring and evaluation plan.

4. Make iterative adjustments to support effective implementation

The contractor, with input from the MHHS DMI Core Team, may make iterative adjustments to the Data Modernization Plan and implementation plans to increase effectiveness. The Consultant will document updates and ensure plans, charters, and other materials needed to advance the Data Modernization Plan are up-to-date and available to relevant audiences.
**Requirements:**

A. Regular check-ins

The selected Consultant will be expected to participate in weekly calls to provide the MHHS DMI Core Team with updates on project status and consultation on public health informatics and data modernization topics.

B. Travel

The selected Consultant will be expected to travel to Palau quarterly for in-person meetings with MHHS staff (5-10 working days per visit). Additional travel needs may be identified to ensure seamless coordination and implementation of deliverables.

C. Prior experience working with U.S. Affiliated Pacific Islands (USAPI)

The selected Consultants should have over 2 years of prior experience working with the Pacific Islands, particularly the freely associated states including Palau, and have familiarity with the culture, context, and public health/operational factors impacting the Ministry of Health activities in the area. The Consultant must share example of recent similar and successful projects.

**Application Components**

All contractors should organize their proposals according to the structure below to ensure consistency.

A. Executive Summary (provide a concise summary of the proposal)

B. Organizational background and capacity
   
   i. General information about the organization (name, address, contact, services, and other relevant information)
   
   ii. Team members supporting the project (include CVs and describe how you will identify or recruit any additional needed expertise as needed)
   
   iii. Demonstration of prior experience and examples of successful work in the US Affiliated Pacific Islands, particularly in the Freely Associated States (Palau, Federated States of Micronesia, and the Republic of Marshall Islands)

C. Proposed approach and timelines for completing project activities (provide high level implementation plan with estimated timelines)

D. Budget and budget narrative
# Evaluation Criteria

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<th>No.</th>
<th>Criteria</th>
<th>Percentage</th>
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| 1   | **Overall Proposal Suitability:**  
      - Proposed project design/approach must meet the scope and needs outlined in the scope of work and be presented in a clear and organized manner. Include high level implementation plan with estimated timelines | 60%        |
| 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 proposal design based on the work to be performed in accordance with the scope of this project. | 15%        |
|     | **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:

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
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<tbody>
<tr>
<td>0</td>
<td>Fails</td>
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<tr>
<td>1</td>
<td>Poor</td>
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<tr>
<td>2</td>
<td>Fair</td>
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<tr>
<td>3</td>
<td>Good</td>
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<tr>
<td>4</td>
<td>Very Good</td>
</tr>
<tr>
<td>5</td>
<td>Excellent</td>
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Proposals will be evaluated based on the following formula:
- $\text{Criteria 1 Points} \times \text{Weight} \% = \text{Criteria 1 Score}$
- $\text{Criteria 2 Points} \times \text{Weight} \% = \text{Criteria 2 Score}$
- $\text{Criteria 3 Points} \times \text{Weight} \% = \text{Criteria 3 Score}$
- $\text{Criteria 1 + Criteria 2 + Criteria 3 = TOTAL SCORE}$