



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

Date of Issue: January 31, 2025

RFP No.: PCS-2025-10

### SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2025-10

Solicitation Title: to provide the Belau National Hospital with Medical Laboratory Equipment Maintenance Services.

Date of Issue: January 31, 2025

### MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: February 14, 2025 (Friday) 4:00 pm Palau Time  
Answers/ Response: February 21, 2025 (Friday) 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

Terralya 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 Belau National Hospital with Medical Laboratory Equipment Maintenance Services.**
- 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 **February 28, 2025** by emailing [hr@palaugov.org](mailto:hr@palaugov.org) or providing a written EOI to the Bureau of Human Resources Office located at the 3<sup>rd</sup> 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](mailto:hr@palaugov.org) no later than 4 pm (Palau Time) **February 14, 2025**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/rfp-bids/>- COB on **February 21, 2025**.

**IV. RFP Timeline:**

Bidding Period	January 31, 2025 – March 3, 2025
Inquiries/Clarification Due	February 14, 2025 (4pm Palau Time)
Answers Responses will be Posted After	February 21, 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

### **Introduction:**

This document outlines the scope of work for a semi-annual preventive maintenance (PM) service and certification for all laboratory equipment at Belau National Hospital & Palau Community Health Centers (Ministry of Health & Human Services). A qualified and experienced service provider will perform the service.

### **Equipment List:**

The following laboratory equipment is included in this scope of work:

- Sysmex XN550
- Sysmex 660 series
- Sysmex XN 450
- Medica Easy Ra
- GeneXpert
- FilmArray Torch
- Mini Vidas
- ABI 7500
- Clay Adams Serofuge 2002
- Market Forge Sterilmatic Autoclave
- Model 2005 Low Temp Incubator
- Bayer DCA 2000+
- Siemens DCA Vantage
- PiccoloXpress
- Centrifuges
- Microscopes
- Double-door Refrigerators
- Freezers
- Ultra-low freezers
- Blood bank cryo centrifuge
- Safety Hoods
- QIACube Connect
- Elga Medica Clinical Laboratory Water System



### Scope of Services:

The PM service will follow the manufacturer's recommendations and established industry standards. It will include the following:

- **Visual inspection:** The Service Provider will visually inspect the equipment for any signs of damage, wear, or misuse.
- **Performance testing:** The Service Provider will conduct functional tests to ensure the equipment operates within specifications
- **Cleaning and calibration:** The Service Provider will clean and calibrate the equipment according to the manufacture's specifications.
- **Preventive maintenance procedures:** The Service Provider will perform specific preventive maintenance procedures for each equipment type as outlined in the manufacturer's manuals. This may include lubrication, filter replacement, software updates, etc.
- **Documentation:** The Service Provider will complete a service report for each piece of equipment, documenting the work performed, test results, and any recommendations.
- **Certification:** Upon completing the PM service, the Service Provider will issue a certificate for each piece of equipment, stating that it has been maintained and calibrated according to the manufacturer's specifications.

### Additional Services:

The following additional services are not included in this scope of work but can be negotiated separately:

- **Replacement Parts:** Replacement parts required during emergency response service will be billed separately unless they are covered under the manufacturer's warranty.

### Schedule and Reporting:

- The PM service will be performed semi-annually, with a minimum of six months between each service. The specific dates and times for the service will be coordinated with the hospital to minimize disruption to laboratory operations.
- Service reports and equipment certificates will be provided to the hospital within one week of completing the service.
- **Warranty:** The service provider warrants their work for a period of [Insert Warranty Period] following the completion of each PM service.

### Qualifications of Service Provider:

The service provider must be qualified and experienced in performing PM services on the listed laboratory equipment. ***Service provider may bid for one or more of the maintenance services needed.***

- The Service Provider performing the service must be certified by the manufacturer for **Listed specific equipment** or hold equivalent qualifications.



- The service provider must have documented experience working in healthcare facilities.
- Please provide references from at least three other clients who have used your PM services in the past two years.

**Acceptance Criteria:**

The following criteria will be used to evaluate the performance of the PM service:

- Completion of all services outlined in Section 3.
- Documented results of performance testing within manufacturer's specifications.
- Issuance of service reports and equipment certificates within one week of completing the service.
- Response time to emergency service calls (if applicable).

**Insurance and Liability:**

The Service Provider must have adequate insurance to cover any damage to the equipment or injuries to personnel that may occur during the service.

**Dispute Resolution:**

Any disputes arising under this RFP will be resolved through good faith negotiations between the parties. If negotiations fail, the dispute will be submitted to binding arbitration.

**Contact Information:**

For any questions regarding this scope of work, please contact

1. Ethan Techitong, Bureau of Human Resource ([ethant@palaugov.org](mailto:ethant@palaugov.org))
2. Clarette Matlab, Chief, Division of Ancillary Services
3. Lily Ulitech, Manager, BNH Laboratory Department

**Acceptance of Scope of Work:**

This scope of work represents the complete understanding between the Ministry of Health & Human Services and the Service Provider for the semi-annual preventive maintenance and certification of laboratory equipment.



**Evaluation Criteria**

No.	Criteria	Percentage
1	<p><b>Technical Criteria:</b></p> <ul style="list-style-type: none"> <li>• <b>Experience:</b> <ul style="list-style-type: none"> <li>○ Number of years providing similar services</li> <li>○ Specific experience with the types of equipment you have listed</li> <li>○ References from previous clients in healthcare settings</li> </ul> </li> <li>• <b>Qualifications:</b> <ul style="list-style-type: none"> <li>○ Certifications and license of technicians</li> <li>○ Manufacturer-specific training and certifications</li> <li>○ Evidence of continuing education and training</li> </ul> </li> <li>• <b>Service Capabilities:</b> <ul style="list-style-type: none"> <li>○ Ability to provide comprehensive PM services as outlined in the RFP</li> <li>○ Emergency response time guarantees</li> <li>○ Availability of on-call service</li> </ul> </li> <li>• <b>Equipment Knowledge:</b> <ul style="list-style-type: none"> <li>○ Demonstrated understanding of the equipment listed in the RFP</li> <li>○ Ability to provide detailed maintenance schedules</li> <li>○ Availability of technical support and resources</li> </ul> </li> </ul>	40%
2	<p><b>Financial Criteria:</b></p> <ul style="list-style-type: none"> <li>• <b>Pricing:</b> <ul style="list-style-type: none"> <li>○ Overall Cost of the PM service</li> <li>○ Cost for additional services (e.g., emergency repairs, replacement parts)</li> <li>○ Payment terms and conditions</li> </ul> </li> <li>• <b>Cost-effectiveness:</b> <ul style="list-style-type: none"> <li>○ Value for money based on the proposed services and pricing</li> <li>○ Potential cost saving through preventive maintenance</li> </ul> </li> </ul>	25%
3	<p><b>Operational Criteria</b></p> <ul style="list-style-type: none"> <li>• <b>Service Delivery:</b> <ul style="list-style-type: none"> <li>○ Proposed service schedule and flexibility</li> <li>○ Ability to minimize disruptions to laboratory operations</li> <li>○ Communication and reporting procedures</li> </ul> </li> <li>• <b>Compliance:</b> <ul style="list-style-type: none"> <li>○ Adherence to industry standards and regulations</li> <li>○ Insurance coverage</li> <li>○ Compliance with local health and safety regulations</li> </ul> </li> </ul>	25%



4	<b>Other</b> <ul style="list-style-type: none"> <li>• <b>Company Reputation:</b> <ul style="list-style-type: none"> <li>○ Track record of reliability and customer satisfaction</li> <li>○ Any history of legal or ethical issues</li> </ul> </li> <li>• <b>Sustainability:</b> <ul style="list-style-type: none"> <li>○ Commitment to environmentally friendly practices</li> <li>○ Use of energy-efficient equipment and processes</li> </ul> </li> </ul>	10%
	<b>TOTAL</b>	<b>100%</b>

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 1 + Criteria 2 + Criteria 3 + Criteria 4 = TOTAL SCORE**