



Ministry of Finance
BUREAU OF PUBLIC SERVICE SYSTEM
3rd Floor, Executive Building, National Capitol, Ngerulmud
P.O. Box 6011, Melekeok, Republic of Palau 96940
Telephone: (680) 767-2415 / (680) 488-4776 Fax: (680) 767-2416
E-Mail: bpss@palaugov.org Website: <http://www.palaugov.org/bpss>

REQUEST FOR PROPOSAL

Date of Issue: **March 2, 2020**

RFP No.: **PCS-2020-010**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2020-010
Solicitation Title: To Provide Laboratory Diagnostic Services
Date of Issue: March 2, 2020

MANDATORY REQUIREMENTS AND DATES (AMENDMENT)

Site Visit: ~~March 6, 2020 (Friday) 9am – 11am~~
Inquiries Due Date: ~~March 9, 2020 (Monday) 4:00 pm Palau Time~~
Answers/Response: ~~March 10, 2020 (Tuesday) 11:00 am Palau Time~~
Expression of Interest: ~~March 11, 2020 (Wednesday) 4:00 Palau Time~~
March 24, 2020 (Tuesday) 4:00 Palau Time
Proposal Due Date and Time: ~~March 17, 2020 (Tuesday) 4:00 pm Palau Time~~
April 1, 2020 (Wednesday) 4:00 Palau Time
RFP Opening Date: ~~March 18, 2020 (Wednesday)~~
April 2, 2020 (Thursday) 11:00am Palau Time
Anticipated Contract Award: ~~April 20, 2020~~ **May 4, 2020**



Director/Procurement Officer

SECTION A – RFP INFORMATION

I. RFP Purpose, Type, Process

- a. Purpose. The Bureau of Public Service System of the Government of Palau is soliciting proposals from interested qualified individual, business agencies or institutions **to provide Laboratory diagnostic services.**
- b. Interested vendors may obtain copies of specifications by going to the Bureau of Public Service System.
- 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 funding.*** 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** (Professional 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 24, 2020** by emailing bpss@palaugov.org or providing a written EOI to

the BPSS Office located at the Ministry of Finance 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 (1 original and 3 copies). Proposals must be enclosed in an envelope and addressed to the above address with the RFP No. indicated on the envelope.* Proposals must be received by the Bureau of Public Service System Office in Koror or Capitol by **4:00pm (Palau Time) on April 1, 2020** 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. Site Visit – ~~March 6, 2020 from 9 am – 11 am.~~ All interested vendors shall contact Ms. Rose Andres (488-2552) at the Ministry of Health to schedule an appointment for a site visit.
- b. All Inquiries and Clarification shall be received by BPSS email no later than 4 pm (Palau Time) ~~March 9, 2020.~~
- c. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/executive-branch/ministries/finance/bpss/rfp-bids/> - COB on ~~March 10, 2020.~~

RFP Timeline:

Bidding Period	March 2, 2020 – March 17, 2020
Site Visit	March 6, 2020 (9am-11am)
Inquiries/Clarification Due	March 9, 2020 4pm Palau Time
Answers Responses will be Posted	March 10, 2020 11am –Palau Time
Intention to Bid Due (Expression of Interest)	March 24, 2020 4pm Palau Time
RFP Closing Date	April 1, 2020
RFP Opening Date	April 2, 2020
Anticipated Contract Award	May 4, 2020

IV. Scope of Work:

BNH Lab Reference Laboratory Specification

Aim of the Specification

The aim of the Specification is to ensure that there is consistent and affordable provision of high quality, safe and compliant Reference Clinical Laboratory Services to the Republic of Palau.

Service requirements

The Provider must:

- Provide high quality laboratory output through robust and standardised laboratory services and a specialist consultant-led service;
- Deliver efficient and highly productive services meeting the resource constraints of BNH-Lab including support to manage the demand for pathology services and ensuring appropriate requesting of tests;
- Support the sustainability and resilience of pathology services across the Republic of Palau’s health economy;
- Have capability to respond to future changes in service demand, the impact of new technologies and changes in national guidance and Quality Standards;
- Ensure robust and secure information channels to improve communication of laboratory results to Belau National Hospital Laboratory (BNHL);

The Clinical Requirements of this specification require the Provider to deliver the following key services to support and enable the care provided by Belau National Hospital to her patients:

- Special Clinical Chemistry, Haematology and Immunology
- Cytology and Histology;
- Electronic system to order tests and receive results with rapid access to all results served in a safe and controlled manner;

Safe and effective service provision

The Provider is to deliver a high quality laboratory service that meets the needs of Belau National Hospital and is delivered in a safe and effective manner;

The Provider through a learning environment, may include some training modules to be delivered to assist BNH capitalise on this collaboration.

General

The Provider shall have Specialist-reviewed protocols in place for:

- Follow on investigations where clinically appropriate; and
- Amendments to test requests depending on the clinical indications after discussion with the requestor; and
- Supporting BNH-Lab to manage demand and ensure appropriate test requests.

Quality Requirements

The Provider shall:

- Comply with the regulatory compliance guidance of ISO 15189: 2012 and/or equivalent relevant international and regional organizations specifically designated for the service disciplines requested
- Comply with the recommendations from time to time contained in technology appraisals issued by CLIA and/or equivalent relevant international and regional organizations specifically for the laboratory services requested

Analytical Service

Test Requirements

The Provider shall:

- Provide the analytical service for the whole list of tests that may legitimately be requested by BNH-Lab for all of their clinical needs including screening, diagnosis, monitoring and therapeutic management of patients.
- Supply all standardised request forms, or electronic requesting documentation;
- Test results must be validated and approved by a Specialist, prior to the secure issue of the test results;
- Have appropriate and necessary facilities and equipment for the safe, effective, efficient and timely delivery of the analytical service;
- Have standardised test profiles, scientific units, methodologies and reference ranges, in accordance with the Clinical Laboratory Improvement Amendments (CLIA) or relevant International or Regional Accreditation Organization
- Have a robust plan in place to ensure service continuity and service resilience across all pathology disciplines, in the event of an unexpected service failure and transportation issues;
- Advise and report to BNHL when test request trending data suggests inappropriate use of tests.

Sample Handling

The Provider shall:

- Have a robust system in place for the proper handling, storage and security of all samples and documentation at all times in accordance with national guidelines and regulatory and legal requirements;
- Store blood samples for a sufficient period of time to maintain the stability of the sample and to reduce the need for re-sampling patients:
- To enable addition of further tests by the requestor or other clinicians;
- In the case of errors, shall analyse repeat samples in this case without charge;
- Further use of BNH samples for reasons other than screening, diagnosis, monitoring and therapeutic management of patients MUST be approved by the Ministry of Health – Palau;

Results

The Provider shall:

- Provide interpretive comments, trends in results, and advise on further tests where clinically appropriate;
- Communicate unexpected or unusual results to BNHL in a timeframe that is clinically appropriate and follow up communication as per reporting requirements;
- Flag clearly any abnormal results and provide interpretive comments, where possible, on all issued test result reports; and

Reports

The Provider shall:

- Agree a common dataset to accompany test requests;
- Establishment and implementation of a list of critical results which might need immediate action according to clinical need;
- Issue reports for routine test results in accordance with the shortest turnaround times and issue reports for urgent test requests as soon as practicable;
- Provide monthly exception reports for all breaches in the turnaround times
- Indicate clearly where results are provisional or interim reports are issued and provide the expected date of the final report;
- Issue cumulative tests results to view trends where the requested tests are repeated.
- Issue all test results and reports electronically and report a provisional result without delay when it is considered that its immediate availability may impact on the management of a patient whilst making clear that this result may change in the final report;
- Confirm provisional results as soon as practicable and ensure any significant change to a provisional or final report likely to alter the management of the patient must be notified to the user by telephone followed up by the issue of an amended report;
- Issue interim reports in lieu of a final report when waiting to confirm one or more test results requested as a set; this shall be superseded by a final report once all of the results are available; and
- Issue amended reports that are clearly labelled and include the reason for the amendment when:
 - Provisional results have changed;
 - Results previously reported are subsequently found to be erroneous; or
 - Results and/or clinical comments are added or deleted.

Errors

The Provider shall have a robust system in place to monitor and learn from laboratory based errors which shall include, but not be limited to:

- Logging and categorisation of all errors based on Goods Industry best practice; and
- Review errors and demonstrate actions taken to reduce the chance of similar future errors; and
- Issuing quarterly report to BNH-Lab of laboratory errors and the actions taken to reduce subsequent risk of same reason repeating the error.

Onward test referrals

Where BNH-Lab requests tests that the Provider is unable to analyse the Provider shall:

- Refer specimens for testing to a CLIA accredited (or equivalent) third party laboratory;

- Send the tests which require a second clinical opinion or analytical qualification to a Reference Laboratory that is approved by the Provider and the respective lead Specialist for that pathology discipline;
- Ensure that the third party pathology provider meets the same quality and performance criteria as the Provider as outlined in this specification;

Specimen collection & transportation

The Provider shall:

- Provide logistics service with the necessary capacity and capability to support the delivery of the referral laboratory services;
- Have an electronic tracking system in place to enable the tracking of specimens in real time from time of sample receipt;
- Monitor and report incidents during sample transportation that may have affected the quality of the sample.

Specialist pathology support

The Provider shall:

- produce a comprehensive pathology user handbook for which includes, but is not limited to:
 - (i) key contact information;
 - (ii) sampling instructions;
 - (iii) guidance on choice of appropriate container;
 - (iv) reference ranges for tests;
 - (v) advice on maintaining sample integrity;
 - (vi) advice on common interferences;
 - (vii) appropriateness and timeliness of tests; and
 - (viii) any special handling needs;

The Provider shall provide specialist advice to BNHL relating to, but not limited to:

- Health and safety in the use of diagnostic testing and equipment; and
- Education and training in the use of pathology services

The Provider shall:

- May assist the staff at BNHL by establishing links between BNHL, academic institutions and other centres for research and development;

Electronic systems to support users in test ordering and receipt of results

The Provider should establish the requirement for:

- Electronic requesting of tests by BNH-Lab;
- Electronic receipt of validated test results by BNH-Lab;
- BNH-Lab to access all results held for their patients

Information about usage, costs and outcomes

The Provider shall provide comprehensive quarterly reports to BNH-Lab on the use of the Laboratory Service. This shall include, but is not limited to:

- Information about use, activity levels and spend;
- Benchmarking information comparing and other Labs accessing the provider as reference lab
- Information about the use of pathology services against key outcomes to be agreed with BNH-Lab that may assist BNH mapping pathology usage to prevalence of long term conditions, prescribing data, clinical outcomes and urgent admissions.

The Provider shall undertake annual benchmarking of its service against other providers within the region and nationally through a recognised conferences and meetings.

Support on the use of diagnostics

The Provider shall work with BNH-Lab to ensure appropriate utilisation of pathology services and reduce the inappropriate use of tests by measures including, but not limited to, providing:

- Advise BNH-Lab on appropriate demand management processes and controls;
- Feedback about requesting behaviour;
- Targeted clinical education through guidelines and protocols for appropriate testing;
- Use information technology solutions to support evidence-based decision making on the appropriate use of tests
- Benchmarking information to BNH-Lab on their use of pathology tests especially when tests have been identified to have limited or no clinical utility.

Evaluation Criteria

1. Total Project cost – 50%
2. Feasibility and appropriateness of proposal (Proposal must be aligned to work scope and with implementation timeline) – 25%
3. Meets qualification requirements---25%

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	Points	Description
0	Fails	0	Good
1	Poor	1	Very Good
2	Fair	2	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