



## BUREAU OF HUMAN RESOURCES

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# REQUEST FOR PROPOSAL

Date of Issue: **May 2, 2022**

RFP No.: **PCS-2022-016**

### SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2022-016

Solicitation Title: Janitorial/Cleaning services for Central Community Health Center and other outlying health centers

Date of Issue: May 2, 2022

### MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: May 6, 2022 (Friday) 4:00 pm Palau Time  
Answers/ Response: May 9, 2022 (Monday) 11:00 am Palau Time  
Expression of Interest: May 11, 2022 (Wednesday) 4:00 pm Palau Time  
Proposal Due Date and Time: May 16, 2022 (Monday) 4:00 pm Palau Time  
RFP Opening Date: May 17, 2022 (Tuesday) 10:00 am Palau Time  
Anticipated Contract Award: June 16, 2022

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 individuals, business agencies or institutions **to provide janitorial/cleaning services for the Central Community Health Center and other outlying health centers.**
- b. Interested vendors may obtain copies of specifications by contacting the Bureau of Human Resources via e-mail to [hr@palaugov.org](mailto:hr@palaugov.org), calling 680-767-2415 or visiting the procurement website <http://palaugov.pw/rfp-bids/>.
- 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 **federal grant ( from the US Department of Human & Health services).** 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 Licenses (State and National Business Licenses)** 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 after 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 **May 11, 2022** 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 May 16, 2022** 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](mailto:hr@palaugov.org) no later than 4 pm (Palau Time) **May 6, 2022**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/executive-branch/ministries/finance/bpss/rfp-bids/> - COB on **May 9, 2022**.

**IV. RFP Timeline:**

Bidding Period	May 2 - 16, 2022
Inquiries/Clarification Due	May 6, 2022 (4pm Palau Time)
Answers Responses will be Posted After	May 9, 2022 (11am Palau Time)
Expression of Interest	May 11, 2022 (4pm Palau Time)
RFP Closing Date	May 16, 2022
RFP Opening Date	May 17, 2022
Anticipated Contract Award	June 16, 2022

**Scope of Work**

1. Central Community Health Center-Service provided will be from Monday-Friday during working hours (7:30am-4:30pm).
2. Vendor must be flexible to clean other CHC sites such as: CHC II (Airai), Northern CHC (Ngarchelong), Western CHC (Ngeremlengui) Eastern CHC (Melekeok).
3. Exam Rooms and Clinical Areas.
  - Thoroughly scrub and disinfect all sinks and countertops
  - Clean and disinfect doors, door knobs, cabinets and chairs.
  - Clean and/ or dust exam tables, computer mounts, chairs, stools and doors.
  - Sweep/vacuum floors. Including around and behind exam tables and chairs.
  - Clean and restock soap, sanitizers and multifold towels (provided by CHC) as needed.
  - Empty all waste receptacles, replace line and take all trash to designated dumpsters.

4. Offices, conference room and hallways.
  - Dust/Clean on all fixtures and office furniture including, file cabinets, desks, counter tops, and window sills. Spot clean doors and walls.
  - Clean and sanitize all water dispensers.
  - Clean office equipment and phones.
  - Periodically clean and disinfect lobby, office and conference room chairs and tables.
  
5. Bathrooms:
  - Clean and disinfect sinks, all fixtures, counters, cabinets and basins.
  - Wipe and clean walls, doors, door knobs, waste receptacle and changing tables.
  - Sweep/vacuum floor.
  - Empty waste receptacle, replace liner.
  - Clean and restock soaps, sanitizers, etc.
  
6. Other Services:
  - Wash accessible outside windows.
  - Service 5 days to include mid-afternoon bathroom cleaning at all sites.

### **Evaluation Criteria**

All complete proposals will be reviewed by an evaluation committee composed of relevant stakeholders from the Ministry of Health and Human Services. Incomplete proposals will not be reviewed. Criteria will include the following:

#### **30% - Qualifications of Entity and Key Personnel –**

- Nature and type of past and current contracts.
- Years of experience in the field.
- Reference checks of past and current contracts.
- List of all current employees; identification main POC and supervisors.

#### **30 % - Approach to Scope of Services –**

- The Proposer's overall methodology to successfully providing the Services will be assessed for its feasibility, responsiveness to the Scope of Services, effectiveness and thoroughness. Proposals will be evaluated on, but not limited to:
  - Understanding and comprehensiveness of proposal
  - Quality Control / Quality Assurance
  - Resources for back-up staffing, emergencies
  - Willingness to completely follow the specifications of the contract and ability to follow instructions

**30% - Total Cost –**

- Price Proposals will be evaluated on the basis of the Total Estimated Annual Price submitted.

**10% - Innovative and/or creative**

- Approaches to providing the services that provide additional efficiencies or increased performance capabilities.

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:

<b>Points</b>	<b>Description</b>
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*

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