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

Date of Issue: October 12, 2026 **RFP No.: PCS-2026-62**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2026-62

Solicitation Title: LEARNING MANAGEMENT SYSTEM FOR THE BUREAU OF PUBLIC HEALTH

Date of Issue: October 12, 2026

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date:	October 14, 2026 (Wednesday) 4:00 pm Palau Time
Answers/ Response:	October 20, 2026 (Tuesday) 11:00 am Palau Time
Expression of Interest:	October 22, 2026 (Thursday) 4:00 pm Palau Time
Proposal Due Date and Time:	October 26, 2026 (Monday) 4:00 pm Palau Time
Bids/Proposals Opening Date:	October 27, 2026 (Tuesday) 10:00 am Palau Time
Anticipated Contract Award:	By November 27, 2026

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 and accepting sealed bid/proposals from interested qualified individuals, business agencies, or institutions to **provide the Bureau of Public Health under the Ministry of Health and Human Services with a comprehensive Learning Management System**.

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 funded *by* ***local government fund and NE11OE000099, H80CS02467 federal fund***. 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 a 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. The successful contractor shall comply with all applicable laws of the Republic of Palau and shall be responsible for all applicable taxes, duties, and fees. As a condition of award, the vendor shall provide proof of any required Republic of Palau Business License and shall be in good standing with the Bureau of Revenue and Taxation. However, a non-resident vendor providing services under a short-term contract, and having no business premises or other physical presence in the Republic of Palau, shall not be required to obtain a Republic of Palau Business License. In such a case, ten percent (10%) of payments under the contract shall be automatically withheld as tax and remitted to 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, proposals must include all information needed for the ROP to determine 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 **October 22, 2026,** 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 the 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 (on a USB/thumb drive) and include 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 October 26, 2026**, 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 of 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 the required delivery or performance schedule;

(3) Have the necessary organization, experience, and skills required to perform the contract or have the 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 Clarifications shall be received by email at hr@palaugov.org no later than 4 pm (Palau Time) on **October 14, 2026**.

b. Answers/Responses to Inquiries shall be available online at http://palaugov.pw/rfp-bids/- COB on **October 20, 2026**.

IV. RFP Timeline:

Bidding Period	October 12, 2026 – October 26, 2026
Inquiries/Clarification Due	October 14, 2026 (4 pm Palau Time)
Answers Responses	October 20, 2026 (11 am Palau Time)
Expression of Interest	October 22, 2026 (4 pm Palau Time)
RFP Closing Date	October 26, 2026 (4 pm Palau Time)
RFP Opening Date	October 27, 2026
Anticipated Contract Award	November 27, 2026

V. Scope of Work

1. Overview

The Ministry of Health and Human Services (MHHS) is seeking qualified vendors to submit proposals for the procurement, implementation, and ongoing support of a comprehensive Learning Management System (LMS) with accredited healthcare training content in support of the Ministry's Workforce, Data Modernization, and other Foundational Capabilities.

The platform shall provide a centralized, cloud-hosted environment for delivering, assigning, tracking, and documenting workforce training across all clinical and non-clinical staff. The solution must include an accredited healthcare course content library, custom course-authoring tools, automated compliance and license/certification tracking, robust reporting, and workforce development and career-pathing capabilities.

This procurement supports broader health infrastructure strengthening by advancing workforce development, organizational capacity, and health information systems across the health system. It supports standardized staff education across departments, centralized visibility into training compliance and certifications, reduced administrative burden through automation, and improved quality of care through accredited clinical education.

2. Background

MHHS is advancing broader health infrastructure strengthening efforts across workforce development, organizational capacity, and health information systems, including a multi-year Data Modernization Initiative to strengthen health data systems, improve interoperability, and support timely, data-driven decision-making. The Ministry of Health and Human Services (MHHS) serves as a co-applicant with the Palau Community Health Center (PCHC), a Federally Qualified Health Center (FQHC), serving the population of the Republic of Palau across multiple clinical sites, public health programs, and administrative divisions, with a workforce of both clinical and non-clinical staff.

Currently, staff training is tracked through fragmented and largely manual processes, making it difficult to ensure consistent education, monitor compliance, and maintain audit-ready documentation. Key challenges include:

- Fragmented, paper-based training tracking across departments and clinical sites
- No centralized visibility into staff compliance status or professional certifications
- Manual, time-intensive reminders for license renewals and mandatory training
- Limited standardized, accredited content for clinical and regulatory-compliance education
- Limited tools to support structured onboarding, professional development, and career advancement

This RFP seeks a vendor partner that can deliver a cloud-hosted LMS to consolidate workforce training, automate compliance and certification management, and provide actionable reporting to administrators, supervisors, compliance officers, and executive leadership.

3. Scope of Work

The selected vendor shall provide a comprehensive Learning Management System delivered as a cloud-hosted (SaaS) solution, inclusive of accredited content, implementation, training, and

ongoing operational support. The contract period is three (3) years from the date of award, dependent on availability of funding.

3.1 Platform Capabilities

The vendor's platform must provide, at minimum, the following core capabilities:

A. Learning Management Platform

- Centralized, cloud-hosted LMS accessible to all MHHS staff across sites and devices
- Self-enrollment by staff and administrator/supervisor-assigned enrollment by role or department
- Capability to create an unlimited number of custom courses, assessments, and knowledge checks
- Support for multi-format learning, including text-based, video, and interactive/simulation courses
- Ability to build custom, role- and department-specific training plans with assigned due dates
- Ability to upload and deploy MHHS-owned content (e.g., IT security training) using industry-standard formats
- Auto-generated completion certificates and continuing-education (CE) documentation

B. Compliance, Licensure, and Certification Management

- Tools to track and manage employee licenses and professional certifications, including renewal dates
- Automated reminders and alerts to staff and supervisors for upcoming renewals and overdue training
- A configurable requirements tracker to define mandatory training by role, with automated overdue alerts
- Continuously updated regulatory content aligned with current healthcare compliance requirements
- Audit-ready documentation of all completed online, live, and off-site training

C. Reporting and Analytics

- A minimum of thirty (30) standard, customizable report types covering completion, compliance, and competency
- Real-time administrative dashboards showing organization-wide and department-level completion rates
- Individual staff transcripts exportable to Excel and PDF
- Reporting that documents online, live, and off-site training completed by employees

D. Workforce Development and Career Pathing

- Role-specific onboarding training plans assigned to new staff from day one

- Access to professional-growth content supporting staff development at every career stage
- Career-pathing tools that link defined training pathways to promotion eligibility and advancement

E. Training, Implementation, and Knowledge Transfer

- A dedicated implementation consultant to guide platform setup and configuration
- Comprehensive administrator and end-user training on all platform features
- Change-management guidance to support organizational adoption
- Complimentary ongoing training (e.g., monthly webinars) covering course creation, assessments, scheduling, and reporting
- Complete user documentation, quick-reference guides, and video tutorials

F. Data Governance and Security

- HIPAA compliance with a Business Associate Agreement (BAA)
- Role-based access control aligned to MHHS user groups and access tiers
- Audit trails for all data access and modifications
- Data encryption at rest and in transit
- Data retention, backup, and disaster-recovery policies with defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO)

3.2 Implementation Requirements

The vendor shall:

- Complete full platform go-live for all staff within sixty (60) days of contract execution
- Provide a phased implementation plan with defined milestones, dependencies, and acceptance criteria
- Assign a dedicated implementation consultant and customize the platform to MHHS's requirements
- Perform user data upload and configure integrations, including automated user provisioning from the MHHS Human Resource system
- Configure mandatory training requirements and automated reporting prior to go-live
- Conduct administrator and end-user training and provide change-management support

3.3 Content Update and Maintenance Requirements

The vendor shall provide:

- Automated content updates aligned with current regulatory guidelines and compliance requirements
- Content maintained and reviewed by qualified clinical and subject-matter experts
- Regular platform updates and enhancements at no additional cost during the contract period

- Defined maintenance and downtime windows communicated in advance

4. Award Type

MHHS intends to award a single contract to the vendor whose proposal is determined to be most advantageous to MHHS, considering the evaluation criteria set forth in this RFP. MHHS reserves the right to award all, part, or none of the requested scope of work.

The contract period shall be three (3) years from the date of award. MHHS reserves the right to negotiate renewal options beyond the initial contract period.

5. Vendor Eligibility Requirements

To be considered for award, vendors must meet the following minimum eligibility requirements:

- Demonstrate relevant experience providing learning management systems and accredited healthcare training content to healthcare organizations
- Provide at least three (3) client references from healthcare organizations currently using the proposed platform
- Confirm that the proposed content is accredited and maintained by qualified clinical or subject-matter experts
- Confirm ability to execute a Business Associate Agreement (BAA) compliant with HIPAA regulations
- Confirm ability to deliver services remotely to the Republic of Palau, with remote and/or on-site support as needed during implementation
- Disclose any subcontractors or third-party partners involved in the proposed solution
- Provide evidence of organizational stability, including years in business and financial viability
- Certify that the proposed solution is a commercially available product with an active customer base and development roadmap

6. Technical Specifications and Requirements

6.1 Primary User Groups

The platform must serve the following user groups with role-appropriate access and views:

User Group	Primary Needs	Access Requirements
Executives / Leadership	Organization-wide compliance status, workforce readiness, completion trends	Executive dashboards, summary compliance reports
Administrators	Course assignment, requirement configuration, reporting, content authoring	Full administrative access, all reports

Department Managers / Supervisors	Team completion status, competency tracking, assignments	Department dashboards, drill-down to staff transcripts
Clinical Staff (Providers, Nurses)	Required clinical and compliance training, CE and licensure	Learner access, personal transcript, license tracking
Non-Clinical Staff	Onboarding, compliance, professional development	Learner access, assigned training plans
Human Resources	Onboarding, license/certification tracking, HRIS sync	HR reporting, personnel training records
Compliance Officers	Regulatory training completion, audit documentation	Compliance dashboards, audit-ready reports

6.2 Required Course Domains

The platform must include accredited content covering, at minimum, the following subject areas. Vendors may organize this content within their own catalog structure:

- OSHA, HIPAA, bloodborne pathogens, hazardous materials handling, infection control, fire safety, and emergency preparedness
- Workplace violence prevention, patient safety, fall and injury prevention, and environmental health and safety
- Clinical skills education, public health and disease surveillance, maternal and child health, chronic disease management, and community and ambulatory nursing
- Medication management and safety, pain management and opioid stewardship, and pharmacology
- Mental health, substance use, crisis intervention and de-escalation, trauma-informed care, and behavioral health best practices
- Fraud, waste, and abuse (False Claims Act), corporate compliance, code of conduct and professional ethics, and medical billing, coding, and revenue cycle
- Leadership, management, communication, team building, conflict resolution, and organizational growth
- Employee onboarding and role orientation, harassment prevention, cultural competency and health equity, diversity and inclusion, patient rights, and patient experience and customer service
- Basic Life Support (BLS/CPR), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), and other resuscitation and emergency-response training
- Cybersecurity awareness, data privacy, and information security for healthcare staff

6.3 Platform Feature Requirements

The platform must support, at minimum, the following features:

Feature	Requirement
Multi-Format Learning	Deliver text-based, video, and interactive/simulation courses
Course Authoring	Create an unlimited number of custom courses, assessments, and knowledge checks
Self & Assigned Enrollment	Staff self-enroll; supervisors assign required courses by role or department
Custom Training Plans	Build department- and role-specific training plans with due dates
External Content Upload	Upload MHHS-owned content (e.g., IT security)
Automated Reminders	Automated notifications for assignments, due dates, and license/certification renewals
Reporting	30+ standard report types with individual transcripts exportable to Excel
Certificates & CE	Auto-generated completion certificates and continuing-education documentation
License & Certification Tracking	Track license numbers and renewal dates with automated reminders
Multi-Device Access	Accessible across devices, with consideration for Palau connectivity conditions

6.4 Compliance and Certification Tracking Requirements

The platform must support:

- License and certification tracking with staff-entered license numbers and renewal dates
- Automated reminders to ensure no license or required training lapses
- An administrator-configurable requirements tracker defining mandatory training by role
- Automated alerts for overdue staff and audit-ready compliance documentation
- Continuously updated regulatory content reflecting the latest healthcare regulations

6.5 Reporting Requirements

The platform must support the following reporting categories, at minimum:

Compliance and Regulatory Reporting:

- Organization-wide and department-level training-completion and compliance reports
- License and certification status and expiration reports
- Mandatory training requirement completion by role
- Audit-ready documentation of online, live, and off-site training

Administrative and Workforce Reporting:

- Individual staff transcripts (exportable to Excel and PDF)
- Completion trends and overdue-training reports
- Onboarding and role-specific training-plan progress
- Career-pathing and promotion-eligibility tracking

6.6 Learning Delivery and Format Capabilities

The platform must support the following learning formats and delivery modes:

Format / Mode	Description	Example Use Case
Online (self-paced)	On-demand courses completed at the learner's pace	Annual HIPAA and OSHA compliance training
Video-based	Video lessons with knowledge checks	Clinical skills and procedure demonstrations
Interactive / Simulation	Scenario-based interactive learning	Crisis intervention and de-escalation practice
Live / Instructor-led tracking	Record and document in-person or virtual live sessions	Onsite competency sessions and CE events
Off-site training tracking	Log and document externally completed training	Conference attendance and external CE credit
Custom (MHHS-authored)	MHHS-created courses and assessments	IT security training and local policy modules

7. Proposal Requirements

Vendors shall organize their proposals into the following sections:

Section 1: Vendor Profile

- Organization / company name, business address, and primary point of contact
- Company overview, including years in business, number of employees, and organizational structure
- Relevant experience providing learning management systems or accredited healthcare training content
- List of current healthcare clients using the proposed platform, with at least three (3) references
- Description of content accreditation and the qualifications of the clinical/subject-matter team maintaining it
- Disclosure of any subcontractors or third-party partners

Section 2: Technical Proposal

- Detailed description of the proposed platform and all included modules and content libraries
- Architecture overview (cloud infrastructure, security model, scalability)
- Description of platform features mapped to the requirements in Sections 6.2 through 6.6
- Compliance, licensure, and certification tracking capabilities
- Reporting and analytics capabilities
- Security and compliance capabilities (HIPAA, role-based access, encryption, audit trails, disaster recovery)
- Content update methodology and product roadmap for the next 12–24 months

Section 3: Implementation Plan

- Proposed implementation timeline with phases, milestones, and deliverables
- Go-live target (must be within 60 days of contract execution)
- Project management methodology and staffing plan
- User data upload, integration, and configuration approach
- Change-management and user-adoption approach
- Risk mitigation plan for implementation

Section 4: Training and Support Plan

- Comprehensive training plan covering all user groups
- Administrator and train-the-trainer approach and materials
- User documentation, quick-reference guides, and video tutorials
- Ongoing training offerings (e.g., monthly webinars) and their scope
- Ongoing technical support model (hours, response times, escalation process)
- System maintenance approach (updates, patches, downtime windows)

Section 5: Demonstration

Vendors must provide a live demonstration of the proposed platform as part of their proposal. The demonstration shall:

- Show end-to-end workflow from course assignment through completion to reporting and transcript generation
- Demonstrate the compliance dashboard and license/certification tracking with automated reminders
- Demonstrate course authoring and upload of external content
- Show at least two accredited content libraries and sample courses
- Demonstrate role-based access and security features

- Be conducted via video conference with the MHHS evaluation team at a mutually agreed time following written proposal submission

Vendors shall propose available demonstration dates in their submission.

Section 6: Cost Proposal

Vendors shall provide a detailed cost proposal. Because MHHS is finalizing its licensed-user count, vendors shall provide tiered per-user pricing so MHHS can right-size the deployment. The cost proposal shall include:

- One-time implementation costs (broken down by phase if applicable)
- Tiered annual per-user subscription / licensing pricing for each year of the three-year contract, at representative user-count tiers (e.g., up to 100, up to 250, up to 500, and unlimited/enterprise)
- Content library costs (itemized by library if priced separately)
- Custom content-authoring or content-upload costs, if any
- Training costs (initial and ongoing)
- Ongoing support and maintenance costs
- Any optional or add-on costs (additional libraries, additional integrations, custom development)
- Total three-year cost of ownership at each representative user-count tier
- Payment schedule or milestones

All costs must be in U.S. dollars.

8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Evaluation Category	Weight	Description
Platform Capabilities & Content	20%	LMS features, accredited content libraries, authoring tools, and alignment with Section 6 requirements
Compliance & Reporting	15%	License/certification tracking, requirements management, reporting depth, and audit-ready documentation
Implementation Approach	15%	Feasibility of timeline, phasing, integration and data-upload plan, and ability to meet 60-day go-live
Vendor Qualifications & Experience	15%	Relevant healthcare experience, client references, content accreditation, and organizational stability
Training and Support	15%	Comprehensiveness of training, ongoing support model, documentation, and knowledge transfer

Cost and Value	15%	Total three-year cost of ownership, pricing transparency, and value relative to capabilities
Demonstration	5%	Quality and relevance of the live demonstration and ease of use

MHHS reserves the right to request additional information, conduct follow-up interviews, or request best and final offers from any or all vendors during the evaluation process.

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 1 + Criteria 2 + Criteria 3 = TOTAL SCORE