



Ministry of Finance
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REQUEST FOR PROPOSAL

Date of Issue: February 13, 2018

RFP No.: PCS-2018-017

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2018-017

Solicitation Title: To assist Information System Support Services (ISSS) to modifying and providing maintenance for the following ROP System:

- 1. Customs Information System**
- 2. Immigration Information System**
- 3. Post Information System**
- 4. Capitol IT Infrastructures**

Date of Issue: February 13, 2018

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: February 23, 2018 (Friday) 4:00 pm Palau Time

Proposal Due Date and Time: March 14, 2018 (Wednesday) 4:00 pm Palau Time

RFP Opening Date: March 16, 2018 (Friday)

Anticipated Contract Award: April 1, 2018

Umerang A. Imetengel
Director/Procurement Officer

SECTION A – RFP INFORMATION

I. RFP Purpose, Type, Process

Purpose. The Bureau of Public Service System of the Government of Palau is soliciting proposals from interested qualified individual, business agencies or institutions: **To assist Information System Support Services (ISSS) to modifying and providing maintenance for the following ROP System:**

- 1. Customs Information System**
- 2. Immigration Information System**
- 3. Post Information System**
- 4. Capitol IT Infrastructures**

- a) Type of RFP. This is a *competitive negotiated contract where evaluation is based on various criteria.*
- b) Funding. This project will be fully funded by External 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.
- c) 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.
- d) 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. If no current license exists, provide a copy of a submitted application for a business license. *Vendors may still submit a proposal, and may be considered for an award if they certify that are able to and will obtain a valid business license prior to contract execution. However, an award may not be executed until a vendor provides proof of a valid business license.*
- e) 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.
- f) 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

- 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.
- 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 March 14, 2018 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.*
- Proposal Format. Please comply with the following format:
 - i. Section 1 – Provide the Company and Employee Information, References, List of current or past contracts with the Republic of Palau, and other projects similar to the scope of this RFP. Copies of Business license should be provided in this section as well.
 - ii. Section 2 – Description of services and technical proposal, and any other documents required by the scope of work below.
 - iii. Section 3 – Cost of Proposal.
- 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.
- 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

- All Inquiries and Clarification shall be received by BPSS email no later than 4 pm (Palau Time) February 26, 2018.
- Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/executive-branch/ministries/finance/bpss/rfp-bids/> - COB after February 27, 2018.

IV. RFP Timeline:

Bidding Period	February 13, 2018 to March 14, 2018
Site Visit	February 21, 2018 (8 am)
Inquiries/Clarification Due	February 26, 2018 (4 pm Palau Time)
Answers Responses will be Posted After	February 27, 2018
RFP Closing Date	March 14, 2018
RFP Opening Date	March 16, 2018
Anticipated Contract Award	April 1, 2018

Project Title:

Capitol IT System, Post Office IRT System, Immigration BMS System and Customs CIS System Maintenance Service Specification

Background

ROP is seeking a vendor that will provide maintenance for the following systems; Capitol IT Infrastructure, Post Office IRT System, Immigration BMS System, and the Customs CIS System. These systems are currently online.

System	Online Since	Program Specification	Description
Capitol IT Infrastructure	2006	Telecommunication Infrastructure	The capitol buildings Network infrastructure, which includes the network, CCTV, and telephone system.
Post Office IRT System	2013	System Developed using ASP.NET, C++, and VB.NET.	A point of sale system for selling postage and tracking post office inventory
Immigration BMS System	2014	System Developed using ASP.NET, C++, and VB.NET.	Border management system
Customs CIS System	2012	System Developed using ASP.NET, C++, and VB.NET.	Border management system as well as customs commodity tracking system.

Due to maintenance requirements and the need to modify these systems to comply with current laws and regulations, ROP National Government is soliciting vendor who can provide the following services.

Vendors who are interested in submitting proposals **MUST bid on all items listed below;** however, their proposals and cost proposals **MUST be separated per sections (items) below.**

Item 1. Vendor must provide a two-year hardware maintenance plan for the following systems:

- **Capitol IT Infrastructure**
- **Post Office IRT System**
- **Immigration BMS System**
- **Customs CIS System**

Vendor must propose a plan to ensure maintenance, repair, and direct replacement of all devices listed on Appendix I. A vendor will be responsible for:

- Hardware maintenance
- Replace defective or damaged hardware
- Install configure any replacement hardware
- Provide hardware maintenance monthly reports.
- Backup server data and operating systems (provide disk image) for all hardware servers, including Database server, Application server, File Server, Website Server, Mail Server and Storage server.

Item 2. Vendor must provide a two-year Software maintenance plan for the following system:

- **Post Office IRT System**
- **Immigration BMS System**
- **Customs CIS System**

Vendor must be proficient in the following Programming Language: ASP.NET, C++, and VB.NET.

Vendor will be responsible for:

- Debug existing application database system to fix system error.
- Ensure application database system operate within desired limits.
- Ensure Website systems operational and updated
- Provide software maintenance quarterly reports.
- Provide application system and Website system maintenance monthly reports.
- 100 hours (per system) of programming services in ASP.NET, C++, and VB.net to develop new functional requirements to the identified systems within the 2-year maintenance period.
 - Create new modules and functions as required
 - Modify current functions and modules to meet current needs
 - Modify current reports or add/delete new column in current reports of modifications that are not in the current system.
 - Create new reports as required
 - Provide monthly reports for system requirement.

Requirements:

- Vendor must bid on all items.
- Plans and prices for software and hardware maintenance must be separated by each system.
- Hardware Software maintenance must be valid for 2 years with options to extend contract.
- Must have demonstrated capability to successfully fulfill scope of work;
- Must be able to install equipment and train personnel on the use of the equipment
- Must have demonstrable means of servicing and maintaining equipment throughout and beyond the warranty period;
- Prices quoted must be in US Dollars

Evaluation Criteria:

- Experience with ASP.NET, C++, and VB.net **(30%)**
- Experience with the appropriate hardware and systems **(30%)**
- Feasibility and appropriateness of proposal **(10%)**
- Demonstrable capability to provide the skills and experience in system modifications **(30%)**

Proposal Received Shall Contain the Following:

1. Information on relevant experience.
2. Information on successful database implementation projects.
3. Bio-Data of person or persons who will perform the required service
4. Pricing: Fee proposal and payment schedule requested
5. A detailed plan and schedule for accomplishment of the above task.

Appendix I

1. List of Capitol IT Devices:

NO	Description
1.	PBX System – NEC NEAX 2000IPS
2.	PBX System – NEC NEAX 2400IPX
3.	Security System -Door Security, and Digital Video Recording System
4.	Time and Attendance System

2. List of Post Office IRT System:

NO	Description	Brand/Model	Quantity
1	Web Server	DELL PowerEdge R210 II	1
2	POS Server	DELL PowerEdge R210 II	1
3	Firewall	Juniper SSG-5	1
4	L2 Gigabit Switch Hub (24 Port)	D-Link DGS 1024D	5
5	CCTV Monitor System	FINE 940IRC	16
		FINE DVR D480	1

3. List of Immigration BMS System:

NO	Description	Brand/Model	Quantity
1	Application Server	DELL Power Edge R720	1
2	Database Backup Server	DELL Power Edge R720	1
3	Backup Server	DELL Power Edge R320	1
4	NAS Storage Server	DELL MD 3200 Storage Server	1
5	Firewall	Juniper SSG-20	2
6	L2 Gigabit Core Management Switch (24 Port)	Extreme Summit X440-24T	2
7	L2 Gigabit Switch Hub (24 Port)	D-Link DGS 1024D	2
8	Wi-Fi AP	D-Link DWL 3200AP	2
9	16 Port Rack LCD KVM	Rack LCD KVM Switch	1

4. List of Customs CIS System:

NO	Description	Brand/Model	Quantity
1	Web / Mail / DNS Server	DELL Power Edge R210	1
2	Application Server	DELL Power Edge R720	1
3	Database Server	DELL Power Edge R720	1
4	Storage Server	DELL MD 3200 Storage	1
5	File Server	DELL Power Edge R720	2

6	Firewall	Juniper SSG-20	3
7	L2 Gigabit Core Switch (24 Port)	D-Link DGS 3120-24	2
8	L2 Gigabit Switch Hub (24 Port)	D-Link DGS 1024D	10
9	Wi-Fi AP	D-Link DWL 3200AP	10
10	Time & Attendance System	RAC 900 Recorder	4
		Zebra P310i Card Printer	1
11	CCTV Monitor System	FUHO IR-955 Camera	16
		Wit-Eye DVR Server	1
12	16 Port Rack LCD KVM	Rack LCD KVM	1