



Ministry of Finance
BUREAU OF PUBLIC SERVICE SYSTEM
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REQUEST FOR PROPOSAL

Date of Issue: **May 18, 2018**

RFP No.: **PCS-2018-026**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2018-026
Solicitation Title: To develop five (5) year strategic plan for the Bureau of Tourism
Date of Issue: May 18, 2018

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: May 28, 2018 (Monday) 4:00 pm Palau Time
Proposal Due Date and Time: June 18, 2018 (Monday) 4:00 pm Palau Time
RFP Opening Date: June 19, 2018 (Tuesday) 10:00 am Palau Time
Anticipated Contract Award: July 19, 2018

Umerang A. Imetengel
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 assist the Bureau of Tourism to develop a five (5) year strategic plan.** Interested vendors may obtain copies of specifications by going to the Bureau of Public Service System Procurement website <http://palaugov.pw/rfp-bids/> or calling 680-488-4776.
- b. Type of RFP. This is a *competitive negotiated contract where evaluation is based on various criteria.*
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. 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. 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.

- b. 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 June 18, 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.
- c. 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.
- d. 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 BPSS email no later than 4 pm (Palau Time) May 28, 2018.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/executive-branch/ministries/finance/bpss/rfp-bids/> - COB on May 30, 2018.

IV. RFP Timeline:

Bidding Period	May 18, 2018 to June 18, 2018
Inquiries/Clarification Due	May 28, 2018 (4pm Palau Time)
Answers Responses will be Posted	May 30, 2018
RFP Closing Date	June 18, 2018
RFP Opening Date	June 19, 2018
Anticipated Contract Award	July 19, 2018

V. Scope of Work:

Summary

The Bureau of Tourism (BOT) is a bureau under the Ministry of Natural Resources, Environment, and Tourism that was created through Executive Order 357 on February 26, 2014. The primary mandate of BOT is to be the lead regulatory agency for the government for tourism in Palau. The BOT shall work with Palau Visitors Authority (PVA), Palau Chamber of Commerce (PCOC), and Belau Tourism Association (BTA) in the promotion and development of high-end tourism in the Republic. The BOT's main office is located in Bureau of Marine Resources building in Malakal, Koror State, Republic of Palau.

Scope of Work

1. Perform internal/external performance evaluation and auditing
2. Review of organization's vision, mission, and organizational chart
3. BOT program review (past, present, and future)
4. Review policies & procedures and Responsible Tourism Policy Framework (RTPF)
5. Design and facilitate a process to develop a five-year strategic plan, to include designing and facilitating a managers and staff seminar to formulate relevant goals and smart objectives
6. Facilitate development of a human resource plan and annual work-plans with associated costs

Primary target groups/organization decision-makers:

1. Minister, MNRET
2. BOT Director
3. Program Coordinators/Supervisors
4. Partner Agencies (i.e. MNRET Bureaus and Programs, PVA, PCOC, BTA, FIB, Tourism Task Force, Tour Ops, etc.)

Expected Outputs:

1. Internal/External Evaluation and Performance Audit
2. BOT Five-year Strategic Plan
3. BOT Human Resource Plan with work-plans, performance standards and personnel cost
4. Recommendations to improve Institutional Development and Effectiveness including Performance Budgeting, Public Relations, Education & Outreach, and Marketing

Timeline:

Work should be carried out from August 1-September 30, 2018 with final deliverables due the next work day, October 2, 2018.

Requirement and Qualifications

1. At least five years (5) demonstrated experience in tourism strategy development, organizational effectiveness and strategic planning. Please provide at least two prior work done that demonstrate your experience in this areas.
2. Knowledge of Palau’s environment and culture.
3. Experience in working with the environment and cultural sectors in Palau.
4. Team members are also expected to have a diverse range of expertise, competencies and experience in key areas.

Evaluation Criteria

1. Consultants relevant experience to the assignment – 35%
2. Qualifications of key personnel – 35%
3. Quality of methodology – 25%
4. The transfer knowledge where applicable- 5%

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