



MINISTRY OF HUMAN RESOURCES, CULTURE, TOURISM & DEVELOPMENT

BUREAU OF HUMAN RESOURCES

3rd Floor, Executive Building, National Capitol, Ngerulmud

P.O. Box 6011, Melekeok, Republic of Palau 96940

Telephone: (680) 767-2415 / Fax: (680) 767-2416

E-Mail: hr@palaugov.org Website: <http://www.palaugov.org/hr>

REQUEST FOR PROPOSAL

Date of Issue: **February 27, 2026**

RFP No.: **PCS-2026-18**

SOLICITATION INFORMATION AND SELECTION SCHEDULE

Solicitation (RFP) Number: PCS-2026-18

Solicitation Title: MENTAL HEALTH AND TELEHEALTH LEGISLATION AND POLICY UPDATE (CHILD-FOCUSED, HIPAA-COMPLIANT)

Date of Issue: February 27, 2026

MANDATORY REQUIREMENTS AND DATES

Inquiries Due Date: March 5, 2026 (Thursday) 4:00 pm Palau Time

Answers/ Response: March 13, 2026 (Friday) 11:00 am Palau Time

Expression of Interest: March 20, 2026 (Friday) 4:00 pm Palau Time

Proposal Due Date and Time: March 30, 2026 (Monday) 4:00 pm Palau Time

Proposals Opening Date: March 31, 2026 (Tuesday) 10:00 am Palau Time

Anticipated Contract Award: By April 30, 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 from interested qualified individual, business agencies or institutions **to support and assist the Ministry Health and Human Services in updating Mental Health and Telehealth Legislation and Policies with a focus on child protection and HIPAA compliance.**
- 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 fully funded by **Health Resources and Services Administration (H26PMHCA01-EQCU-1105)** 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 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 (Applicable Business 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 20, 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 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 and shall be submitted as follows: one (1) original printed proposal, three (3) printed hard copies, and one (1) electronic copy saved on a USB/Flash Drive. All proposal materials must be enclosed in a sealed envelope, clearly addressed to the above office, with the applicable RFP Number indicated on the outside of the envelope. The electronic copy must contain the complete and finalized proposal in Microsoft Office, Microsoft Office-compatible, or PDF format, and must be an exact mirror image of the hard-copy submitted.*** Proposals must be received by the Bureau of Human Resources Office in Capitol by **4:00pm (Palau Time) on March 30, 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 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 required delivery or performance schedule;
 - (3) Have the necessary organization, experience, and skills required to perform the contract or have 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 Clarification shall be received by email hr@palaugov.org no later than 4 pm (Palau Time) **March 5, 2026**.
- b. Answers/Responses to Inquiries shall be available online at <http://palaugov.pw/rfp-bids/>- COB on **March 13, 2026**.

IV. RFP Timeline:

Bidding Period	February 27, 2026 – March 30, 2026
Inquiries/Clarification Due	March 5, 2026 (4pm Palau Time)
Answers Responses will be Posted After	March 13, 2026 (11am Palau Time)
Expression of Interest	March 20, 2026 (4pm Palau Time)
RFP Closing Date	March 30, 2026 (4pm Palau Time)
Proposals Opening Date	March 31, 2026 (10 am Palau Time)
Anticipated Contract Award	April 30, 2026

V. Scope of Work

Project Title: Mental Health and Telehealth Legislation and Policy Update (Child-Focused, HIPAA-Compliant)

Project Duration: 6 Months

1. Background and Rationale

With the growing reliance on telehealth platforms to deliver mental health services—especially for children and adolescents—there is an urgent need to establish legislation that protects patient rights, provider accountability, and data privacy. Palau recognizes the importance of aligning such laws with global data protection standards, particularly the U.S. Health Insurance Portability and Accountability Act (HIPAA), to ensure that digital mental health services maintain confidentiality, security, and ethical service delivery.

1. Objectives

- Review existing national legislation and policies related to mental health, telehealth, and child protection.
- Identify legal and operational gaps in providing virtual mental health services to children.
- Draft telehealth legal provisions that align with HIPAA standards, especially regarding Protected Health Information (PHI) and data security.
- Engage local stakeholders to ensure contextual relevance and enforceability.
- Promote national awareness of legal rights and responsibilities for both providers and families using tele-mental health services.

2. Key Activities and Deliverables:

No.	Activity:	Description:	Deliverables:
1.	Consultant Procurement	Develop and issue an RFP to hire legal and mental health consultants with HIPAA and telehealth experience	RFP, signed contracts
2.	Legal & Regulatory Review	Analyze current policies and legal instruments on health, telehealth, child rights, and data protection	Legal gap analysis (with HIPAA benchmarking)
3.	Stakeholder Consultations	Consult with providers, youth, families, legal experts, and data security specialists	Stakeholder report
4.	HIPAA Compliance Assessment	Assess how HIPAA standards (e.g., privacy rule, security rule, breach notification) can be adapted to Palau's legal framework	HIPAA compliance summary
5.	Drafting of Legal Provisions	Draft new or amended laws incorporating safeguards for child mental health and HIPAA-aligned telehealth protocols	Draft telehealth legislation with HIPAA-informed clauses
6.	Validation Workshops	Technical and community consultations to refine drafts	Workshop summary and revised draft
7.	Finalization and Submission	Final legal text with legal commentary submitted to legislative authorities	Final legal package, policy brief

8.	Public Awareness & Dissemination	Prepare educational materials explaining legal protections, privacy rights, and telehealth standards for providers and users	Legal factsheets, translated summaries, outreach content
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3. HIPAA Elements to be Incorporated

- Data Privacy: Safeguards for children’s mental health records in telehealth exchanges
- Security Requirements: Encryption, secure storage, and transmission of digital PHI
- Parental Consent & Minor Rights: Clear guidance on consent in virtual mental health services
- Breach Notification Protocol: Legal requirements for responding to data breaches involving minors
- Provider Accountability: Licensing and telehealth provider duties related to data use and confidentiality

4. Roles and Responsibilities:

Entity:	Role:
Lead Agency	Project oversight, policy endorsement, and inter-agency coordination
Consultants	Policy drafting, legal analysis, and stakeholder facilitation with HIPAA expertise
Stakeholders	Input on practical, cultural, and ethical implications
Project Assistant	Administrative and communication support

5. Timeline Overview

- Month 1: RFP launch, consultant onboarding, preliminary legal review
- Month 2: Stakeholder engagement, HIPAA benchmarking, local policy scan
- Month 3: First draft of provisions incorporating HIPAA compliance
- Month 4: Technical consultations and legal revisions
- Month 5: Final draft prepared and submitted for legal vetting
- Month 6: Public outreach and dissemination of the final product

6. Expected Outcomes

- a. HIPAA-informed telehealth law for child mental health services
- b. Improved privacy and data protection for service users and providers
- c. Enhanced legal framework to support safe, ethical virtual care delivery
- d. Greater public and provider awareness of rights and responsibilities in tele-mental health

Bid submitted shall include:

- Resumes;
- Description of work/activities to be carried out;
- Reference/Names and addresses of previous clients;
- The total project cost for performance of contract and any other relevant documents.

Evaluation Criteria

No	Criteria	Percentage
1	Organizational Profile and Capacity	40%
2	Feasibility and appropriateness of Proposal	20%
3	Proposed Implementation and timeline	20%
4	Cost and Pricing	20%
TOTAL		100%

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