

Request for Proposal (RFP)

Office Cleaning Services for Healthcare Fund Office

RFP Title: Office Cleaning Services

Issued by: ROPSSA

RFP No.: ROPSSA-2026-01

Issue Date: November 24, 2025

Closing Date: December 08, 2025

I. Introduction

The Republic of Palau Social Security Administration (ROPSSA) is seeking proposals from qualified and ROP-registered cleaning service providers to provide office cleaning services for HCF facility. The selected company will be responsible for maintaining a clean, safe, and sanitary environment of the Healthcare Fund office.

II. Eligibility Requirements

To be considered for this contract, the bidder must meet the following requirements:

1. The company **must be registered under the Republic of Palau (ROP)** and authorized to conduct office cleaning services.
 2. The company must provide a list specifying the **number of cleaning personnel** assigned to perform the required tasks.
 3. The company must have demonstrated experience in providing similar services to government or private offices.
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III. Scope of Work

The selected contractor will be responsible for the following cleaning tasks:

Frequency: Twice a Week

- Sweep all tile floors.
- Mop all tile floors.

- Clean the interior of the HCF office and the immediate outside area of the HCF Office.
- Clean and sweep stairs of the first and second floor of the HCF offices.
- Dust and wipe all walls, windowsills, and counters.
- Empty and clean waste bins.
- Remove all trash from the vicinity of HCF building as there are no trash cans outside of the offices.

Quarterly Task (Every 6 Months)

- Perform **water blast of the HCF parking areas**
- Including other normal cleaning tasks that will be dictated in the contract.

All cleaning activities shall be conducted in a manner that minimizes disruption to normal office operations.

IV. Contract Term

The successful bidder will enter into a **one-year contract** with ROPSSA, subject to renewal or extension based on satisfactory performance and mutual agreement.

V. Payment Terms

Bidders must **clearly specify their proposed payment terms**, including:

- Total monthly or annual cost.
 - Any applicable taxes or fees.
 - Preferred payment schedule (e.g., monthly, quarterly).
 - Accepted payment methods.
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VI. Proposal Submission Requirements

Each proposal must include:

1. Company profile and proof of ROP registration.
 2. List of assigned personnel with their roles.
 3. Detailed pricing and payment terms.
 4. References from at least two (2) previous or current clients.
 5. Any additional information demonstrating capability and reliability.
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VII. Evaluation Criteria

Proposals will be evaluated based on the following:

- Compliance with eligibility requirements.
 - Cost-effectiveness and transparency of pricing.
 - Demonstrated experience and references.
 - Staffing and capacity to perform required tasks.
 - Professionalism and reliability.
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VIII. Submission Details

All proposals must be submitted in a sealed envelope clearly marked:

“RFP: Office Cleaning Services – Healthcare Fund Office”

Delivered to:

ROPSSA Office

P.O Box 679

Koror, Palau 96940

Email: administration@rophcf.pw

Attention: Mr. Clinton O. Ngemaes, SSA Administrator

Submission Deadline: December 15, 2025 at 3pm

Late submissions will not be accepted.

IX. Additional Information

ROPSSA reserves the right to:

- Reject any or all proposals.
 - Negotiate terms with any qualified bidder.
 - Terminate the RFP process at any time without prior notice.
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Issued by: ROPSSA

Mr. Clinton O. Ngemaes

SSA Administrator

Republic of Palau Social Security Administration (ROPSSA)

December 1, 2025