



Palau National Communications Corporation
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RFP No. RFP-25-004
Opening Date: July 28, 2025
Closing Date: August 27, 2025

REQUEST FOR PROPOSALS (RFP) Competitive Negotiated Contract

Field Operations and Network Deployment Management Platform

The Palau National Communications Corporation (PNCC) is undertaking several major infrastructure projects, including a nationwide Fiber-to-the-Premises (FTTP) rollout and a 4G/5G standalone mobile network modernization. To ensure efficient, high-quality execution across these projects, PNCC seeks proposals for a comprehensive digital platform that enables robust field operations management, network deployment oversight, quality assurance, and asset tracking.

Interested individual persons as well as natural and legal entities may obtain more detailed information and/or specifications regarding this RFP by contacting and requesting the same from the PNCC Chief Technical Officer, Mr. Hung-Wei Tomas Tseng, at +680-587-9000 or via email at hwttseng@pnccpalau.com.

Timeline:

- Bidding Period: July 28, 2025 – August 27, 2025
- Closing Date: August 27, 2025 at 10:00 a.m., Palau time.
- Opening Date: August 28, 2025 at 11:00 a.m., Palau time.

All offers must be submitted by no later than 10:00 AM Palau time on, Wednesday, August 27, 2025.

Basic Conditions and Terms:

- All offers will be opened, evaluated, discussed, and awarded pursuant to the PNCC *Procurement Policy and Regulations* and any modifications thereof or other conditions set forth in the RFP itself. By submitting an offer pursuant to this RFP, the individual person or legal entity submitting the offer acknowledges and agrees that the PNCC *Procurement Policy and Regulations* and the conditions set forth in the RFP is binding upon them.
- Pursuant to Section VII of PNCC *Procurement Policy and Regulations* this RFP may be canceled or postponed and any proposals submitted may be rejected at any time before the award when such action is determined in writing by the PNCC CEO in his discretion to be in the best interests of PNCC.

- As this this procurement is funded by grant funds from the United States Department of Agriculture's Rural Utilities Service (RUS) under the ReConnect III program, where RUS Rules and Regulations and PNCC Procurement Policy and Regulations differ, RUS Rules and Regulations will take precedence.
- All costs incurred by an offeror in preparing and submitting an offer to the RFP will be the sole responsibility of the offeror.
- An offeror is solely responsible for conducting its own due diligence regarding the RFP.

We look forward to receiving your offers and thank you for your interest in this opportunity.

Sincerely,



Simon M. Fraser
Chief Executive Officer
Palau National Communications Corporation



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RFP-25-004
Field Operations and Network Deployment Management Platform

Issued by:
Palau National Communications Corporation
One Airport Road P.O. Box 99
Koror, PW 96940
Tel: (680) 587-9000
Email: pncc@pnccpalau.com
Web: www.pnccpalau.com

Submission Deadline: 10:00 AM Local (Koror) Time
August 27, 2025

Submission Place: PALAU NATIONAL COMMUNICATIONS CORPORATION
PROCUREMENT OFFICE
ATTN: MS. TEONGEL NGIRKELAU
PO BOX 99
KOROR, PW 96940
PHONE: +680-587-9000
EMAIL: pncc.rfp@pnccpalau.com

*All proposals shall be clearly marked and received prior to the time and date specified above.
Proposals received after said time and date shall not be accepted.*

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1. BACKGROUND INFORMATION

1.1. PNCC OVERVIEW

The Palau National Communications Corporation (PNCC) is the leading provider of telecommunications services in the Republic of Palau. With a deep-rooted commitment to fostering connectivity, PNCC has been a cornerstone of the local community since its establishment in 1982. PNCC offers a comprehensive suite of telecommunications services – including LTE mobile data and voice, high-speed broadband internet, landline telephone services, direct-to-device satellite service, digital television, and VHF radio – serving every region of our vibrant island nation. PNCC has consistently focused on innovation and quality, inspired by our mission to connect all of Palau with world-class telecommunications services. Understanding the uniqueness of Palau's geography, economy, and culture, PNCC has customized solutions for our islands, maintaining the highest standards of quality and reliability.

With an unwavering dedication to our mission, a profound understanding of our unique community, and an enduring commitment to progress and innovation, PNCC stands at the forefront of Palau's digital future. Together, we are working to build a world where distance is no barrier, where information flows freely, and where every voice can be heard. At PNCC, we do not just connect devices, we connect lives, shaping the future of our beautiful archipelago while keeping us connected to our rich past.

2. COMPANY QUALIFICATIONS

Vendors must demonstrate the capability to deliver and support the proposed solution. Please provide the following:

2.1 COMPANY OVERVIEW

- Brief summary of your company, including core services and the year established.
- Experience relevant to FTTP and Cell site network deployment, OSP maintenance, or network operations platforms.

2.2 RELEVANT EXPERIENCE

- Up to three (3) recent projects similar in scope, including:
 - Project name and description
 - Client name (if shareable)
 - Contract value and duration
 - Key outcomes and lessons learned

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2.3 CAPACITY TO DELIVER

- Confirmation of financial and operational capacity to complete the project.
- Description of your support structure and team (local or remote).
- Any certifications, partnerships, or tools that add value.

PNCC may request references or further documentation during evaluation.

3. PROPOSAL EVALUATION CRITERIA, SCORING & METHODOLOGY

3.1 PROPOSAL EVALUATION METHODOLOGY & AWARD PROCESS

PNCC will review all proposals submitted in response to this RFP in a fair and transparent manner, with the goal of finding best-in-class solutions from fully committed suppliers. Each proposal will receive a technical score and will be ranked against other proposals. PNCC will use these rankings as a guideline for selecting companies for further negotiation and determining the best overall solution for its Field Operations and Network Deployment Management Platform.

PNCC reserves the right to determine, at its sole discretion, which Offeror or combination of Offerors represents the overall best value for the project, and to make contract awards accordingly. PNCC reserves the right to withdraw the entire project or any project components from award consideration if PNCC determines that it is in its best interest to do so. PNCC may, at its discretion, request additional information or an interview with any Offerors to clarify any aspects of its proposal.

In the interest of ensuring the best possible outcome for PNCC and the Republic of Palau, PNCC reserves the following rights in the evaluation of proposals and award of contracts for this project:

3.1.1 Negotiation Rights:

- **Broad Negotiation Authority:** PNCC reserves the right to negotiate separately with any Offeror or source in any manner necessary to serve the best interests of PNCC and its customers in the Republic of Palau. This includes engaging in discussions with multiple Offerors to gather comprehensive information that will inform PNCC's decision.
- **Utilization of Information:** The information obtained through these negotiations will be instrumental in determining the proposal(s) that align most closely with PNCC's strategic goals and the technological and service needs of the Republic of Palau.

3.1.2 Evaluation of Competency and Responsibility:

- **Offeror Competency:** PNCC will thoroughly assess the competency and responsibility of Offerors and their proposed subcontractors, if any, before awarding any contract. This evaluation will include reviewing their past performance, technical expertise, financial stability, and their ability to deliver on project commitments.

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- **Subcontractor Scrutiny:** The qualifications and reliability of any proposed subcontractors will also be considered to ensure that all parties involved in the project can meet PNCC's standards for quality and performance.

3.1.3 Judgement-Based Award:

- **Best Judgement Criterion:** PNCC will make the award based on its best judgement as to which proposal(s) best meets PNCC's objectives for a Field Operations and Network Deployment Management Platform. This decision will consider various factors, including but not limited to technical capability, cost-effectiveness, innovation, and alignment with PNCC's strategic vision.

3.1.4 Contract Negotiation Flexibility:

- **Terms and Conditions:** PNCC reserves the right to negotiate the terms and conditions of project contracts, including but not limited to the statement of work, contract price, delivery schedules, and performance metrics. The goal is to ensure that all contractual elements meet PNCC's requirements and objectives for the project.
- **Mutual Agreement:** These negotiations will aim to reach mutually beneficial agreements that ensure project success while addressing the needs and constraints of both PNCC and the Offeror.

3.1.5 Modifications to RFP:

- **Plan and Specification Changes:** PNCC may make changes or corrections to plans, specifications, or quantities outlined in the RFP as deemed necessary or desirable during the RFP and contract award process. Such modifications will be communicated to all Offerors in a timely manner.
- **Offeror's Responsibility:** It is the Offeror's responsibility to monitor the RFP for any updates or amendments throughout the RFP and subsequent processes. Offerors should ensure they are responsive to changes and incorporate them into their proposals as required.

3.1.6 Additional Reserved Rights:

- **Proposal Rejection:** PNCC reserves the right to reject any or all proposals received without obligation or liability to any Offeror.
- **Further Clarifications:** PNCC may seek additional information or clarifications from Offerors at any stage of the evaluation process to ensure a thorough understanding of each proposal.
- **Award in Part or Whole:** PNCC reserves the right to award contracts in part or in whole, depending on what best meets the needs and objectives of the project.
- **Post-Award Changes:** PNCC reserves the right to negotiate changes to the awarded contract(s) post-award, should unforeseen circumstances arise that impact project scope or execution.

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By reserving these rights, PNCC aims to ensure a fair, transparent, and flexible evaluation process that ultimately results in the selection of one or more partners capable of delivering a world-class, reliable, and future-proof Field Operations and Network Deployment Management Platform.

3.2 TECHNICAL PROPOSAL EVALUATION CRITERIA AND SCORING

To ensure that PNCC selects the most capable and suitable partner(s) for the Field Operations and Network Deployment Management Platform, we have established the following set of technical proposal evaluation criteria and scoring. These criteria are designed to assess various aspects of the proposals, ensuring that the chosen solution(s) meets our technical, operational, and strategic objectives. Offerors are encouraged to address each criterion in detail in their proposals. PNCC's proposal evaluation committee will evaluate each proposal and score them according to the evaluation criteria listed below. Please note that these scores will be used to support the broader proposal evaluation and contract award process and will not necessarily determine the final contract award.

Proposal Evaluation Categories and Details	Max Points
Technical Fit: How well the proposal meets PNCC's listed requirements	25
Ease of Use: User interface quality, intuitiveness, and mobile-friendliness.	15
Deployment Model and Scalability: Ability to adapt to growing needs or new features without major rework.	10
Implementation and Support: Onboarding process, local or remote support availability, and training offered.	20
Vendor Track Record: Past experience, relevant deployments, references, and customer feedback.	10
Total Cost of Ownership: Clarity of pricing model including licenses, implementation, training, support, and any optional modules.	15
Company Qualifications: Basic assurance of the vendor's viability and reliability.	5

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4. RPROPOSAL SUBMISSION GUIDELINES


All proposals submitted in response to this RFP must adhere to the following guidelines:

1. **Proposal Submission Deadline:** All proposals must be submitted before 10:00 am local (Koror) time, Wednesday, August 27, 2025.
2. **Proposal Submission Format:** Proposals must be submitted exclusively in electronic form via email to pncc.rfp@pnccpalau.com. Proposals must be submitted in an easily readable format (preferably PDF). Offerors may attach additional files if necessary to supplement the information provided in the Proposal. However, any such additional attachments must be noted within the Technical Proposal and/or the Cost Proposal, as relevant. Offerors shall not use file hosting services or external links for electronic submission. The maximum attachment size is 50MB, so if the files are larger than 50MB, please send multiple emails.
3. **Proposal Language:** All proposal documents must be prepared and submitted in English, and only English.
4. **Currency:** Cost Proposals must show all prices and price breakdowns in U.S. dollars.
5. **Company Contact Information:** Proposals must include the following company contact information:

Company Name:	
Physical Address:	
Tax ID Number:	
Sales Representative Name:	
Sales Telephone:	
Sales Email:	
Technical Representative Name:	
Tech Telephone:	
Tech Email:	

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5. **TERMS AND CONDITIONS**

1. **Confidentiality:** Any material that is to be considered as confidential in nature must be clearly marked as such, on every page, and will be treated as confidential by PNCC to the extent permitted by law. Note, by submitting a proposal, the Offeror authorizes PNCC to provide the proposal to Monte R. Lee & Company to aide in the technical evaluation of proposals, including sections marked confidential.
2. **Proposal Costs:** Offerors are responsible for all costs associated with the preparation and submission of a proposal. In addition, such costs may not be charged back to PNCC as part of a contract agreement resulting from this RFP.
3. **Modifications or Withdrawals:** Prior to the time and date specified as the RFP deadline, responses to this RFP may be modified or withdrawn. Withdrawn proposals may be re-submitted up to the time and date specified as the RFP submission deadline, provided that the response is consistent with the instructions in this RFP. Any modification to a proposal submitted after such deadline may result in the disqualification of the proposal in PNCC's sole discretion.
4. **Validity of Proposals:** Proposals must remain valid in all respects for a minimum period of one hundred twenty (120) days after the RFP submission deadline.
5. **Right to Select:** PNCC reserves the right to select and negotiate with those companies it judges as having submitted a competitive proposal and to terminate negotiations at any time without incurring any liability to any Offeror. PNCC also reserves the right to select one or more preferred Offerors and/or consortia to best support its business units. By submitting a proposal, Offerors waive any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.
6. **No Obligation:** PNCC is under no obligation to procure or contract for the services described in this RFP or Offeror's response to this RFP.
7. **Funding Source:** This project is being supported, in whole or in part, by RUS ReConnect awarded to the Republic of Palau by the U.S. Department of the Agriculture under grant number PW1701-A61. 
8. **Funding Source Requirements:** All funds disbursed under the above referenced funding award will be subject to the requirements of the USDA Rural Utilities Service, and all other laws and regulations of the United States as are applicable to the operation of the RUS ReConnect program. Moreover, award funds may not be used to procure or obtain any covered telecommunication and video surveillance services or equipment as described in 2C.F.R. § 200, including covered telecommunication and video surveillance services or equipment provided or produced by entities owned or controlled by the People's Republic of China and telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

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6. DETAILED SCOPE OF WORK

- 1. Introduction** The Palau National Communications Corporation (PNCC) is undertaking several major infrastructure projects, including a nationwide Fiber-to-the-Premises (FTTP) rollout and a 4G/5G standalone mobile network modernization. To ensure efficient, high-quality execution across these projects, PNCC seeks proposals for a comprehensive digital platform that enables robust field operations management, network deployment oversight, quality assurance, and asset tracking.
- 2. Objectives** The purpose of this RFP is to identify and procure a software platform that enhances PNCC's ability to manage and monitor its infrastructure deployment projects end-to-end. The platform should enable centralized visibility, real-time tracking, and mobile-enabled reporting to ensure timely and quality-assured delivery of field activities. It should be extensible for broader operational use beyond FTTP or RAN, including ongoing maintenance and support functions.
- 3. Scope of Work** The successful vendor will provide a software solution that includes the following functional modules:
 - A. Project and Task Management**
 - Ability to create, assign, and monitor work orders and job tickets across various project types (e.g., trenching, cable laying, tower upgrades, customer installs).
 - Support for task dependencies, timelines, resource allocation, and milestone tracking.
 - Gantt chart views and calendar integration for planning and coordination.
 - Escalation and alert mechanisms for overdue or blocked tasks.
 - B. Mobile Field App**
 - Native mobile applications for Android devices with offline capability.
 - Field workers should be able to receive tasks, fill out dynamic forms, upload photos/videos, scan QR/barcodes, capture GPS location, and obtain customer e-signatures.
 - Real-time synchronization with a backend system once internet connectivity is available.
 - In-app messaging or push notifications to facilitate communication between field teams and supervisors.
 - C. GIS and Asset Mapping**
 - Real-time geospatial visualization of work orders, job status, and network assets on an interactive map.
 - Ability to upload and overlay shapefiles, CAD drawings, and KML/KMZ files for infrastructure planning.
 - Ability to view the network in a logical view using a topology approach
 - Tagging of assets (e.g., manholes, poles, splice enclosures, ONTs, cell sites) with attributes and history.
 - Ability to view and edit maps and assets on the mobile app
 - Integration with external GIS or network inventory systems via API or file sync.
 - Ability to trace individual cores visually throughout the network

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D. Quality Assurance and Auditing

- Built-in digital QA workflows requiring photo/video verification, form validation, and checklists.
- Multi-stage approval processes for critical tasks with supervisor sign-off.
- Centralized repository of QA data, time-stamped logs, and version-controlled documentation.
- Ability to sample or audit jobs post-completion and track defect rates or rework statistics.

E. Reporting and Analytics

- Customizable dashboards with drill-down capabilities to monitor project health, task progress, field team performance, and QA pass rates.
- Exportable reports in multiple formats (CSV, Excel, PDF) for regulatory or internal use.
- SLA monitoring with alerting for deviations.
- Option to schedule automated reporting via email to project stakeholders.

F. Integration Capabilities

- RESTful APIs for integration with PNCC's existing BSS/OSS, ERP, GIS, CRM, and document management systems.
- Support for standard data exchange formats (e.g., JSON, XML, CSV).
- Webhooks or event-based integrations to enable real-time automation of processes.
- Optional middleware or API gateway setup to streamline connectivity.

G. User and Permission Management

- Role-based access control (RBAC) allowing fine-grained permissions by user group, role, or project.
- Support for Single Sign-On (SSO) or directory-based authentication.
- Complete audit trails showing all user actions, edits, approvals, and logins.
- Customizable user dashboards and task views based on function or department.

4. Vendor Requirements Vendors must:

- A. Have demonstrable experience deploying similar platforms for telecom operators, utilities, or large-scale infrastructure rollouts.
- B. Offer deployment models including SaaS, private cloud, and on-premises, with a clear security and data residency policy.
- C. Provide onboarding, user training, and post-deployment support tailored to small team operations in island or rural contexts.
- D. Adhere to international data protection and security standards such as ISO 27001, GDPR (where applicable), and ensure data portability.
- E. Have a regional presence, be able to send trainers to Palau for initial deployment and be able to provide real-time support to PNCC during normal working hours in Palau (GMT+9)

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- 5. Submission Instructions** Proposals should include the following:
- A. Executive Summary and Vendor Overview
 - B. Detailed Functional Capabilities Matrix
 - C. Technical Architecture and Hosting Options
 - D. Implementation Timeline and Milestones
 - E. Training and Change Management Plan
 - F. Case Studies / Client References (preferably from island, rural, or telecom contexts)
 - G. Total Cost Proposal (itemized) – present a Capex only model covering a 5 Year TCO and any other alternative models (SAAS, etc.)
 - H. Support and Maintenance Plan with SLAs