

REQUEST FOR PROPOSALS (RFP)  
**PROVISION OF OUTSOURCED INFORMATION  
TECHNOLOGY SERVICES**  
HOUSE OF ASSEMBLY MANAGEMENT COMMISSION

<b>Tender Reference</b>	HOAMC/ICT/2026/04
<b>Issue Date</b>	6 <sup>th</sup> May 2026
<b>Clarification Deadline</b>	22 <sup>nd</sup> May 2026
<b>Submission Deadline</b>	Friday, 19 <sup>th</sup> June, 2026 at 10:00 a.m. local time
<b>Issued By</b>	Office of the Clerk, House of Assembly Management Commission

### DOCUMENT CONTROL

<b>Document Title</b>	Request for Proposals – Provision of Outsourced Information Technology Services
<b>Procuring Entity</b>	House of Assembly Management Commission
<b>Version</b>	1.0
<b>Tender Reference</b>	HOAMC/ICT/2026/04
<b>Clarification Queries To</b>	Clerk, Office of the House of Assembly Management Commission, Richard Stout Building, Road Town, Tortola, Virgin Islands   Email: <a href="mailto:hoa@gov.vg">hoa@gov.vg</a>   Tel: (284) 468-6900

### DEFINITIONS

In this RFP, unless the context otherwise requires:

**Commission** means the House of Assembly Management Commission.

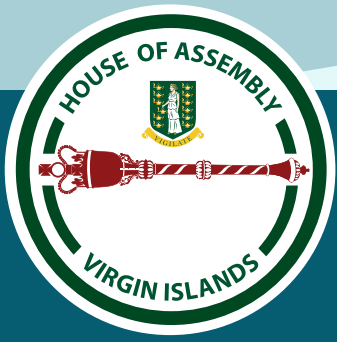
**Employer** means the House of Assembly Management Commission acting in its capacity as employer of eligible staff.

**Provider** means the successful Respondent appointed to provide the services described in this RFP.

**Respondent** means any firm or entity submitting a proposal in response to this RFP.

**RFP** means this Request for Proposals and any written addenda issued by the Commission.

**Services** means the Outsourced Information Systems Services to be provided under the resulting contract.



# REQUEST FOR PROPOSALS (RFP) PROVISION OF OUTSOURCED INFORMATION TECHNOLOGY SERVICES HOUSE OF ASSEMBLY MANAGEMENT COMMISSION

## 1. INTRODUCTION

The House of Assembly Management Commission (the “Commission”) is responsible for the administration, staffing, governance support, financial management, and strategic oversight of the House of Assembly of the Virgin Islands. The Commission ensures that the Legislature is appropriately resourced to discharge its constitutional, democratic, and public accountability functions effectively.

The Commission supports the Speaker, Deputy Speaker, Members of the House of Assembly, Committees, and parliamentary administration in the orderly conduct of legislative business and the efficient operation of Parliament.

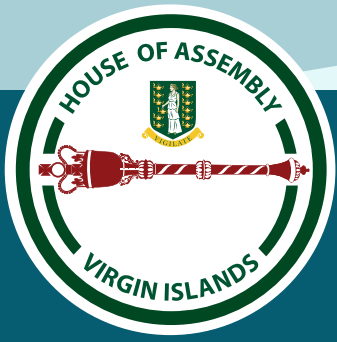
As the principal democratic institution of the Virgin Islands, the House of Assembly recognises that secure, reliable, modern, and resilient technology systems are essential to legislative effectiveness, transparency, public engagement, records management, broadcasting, and institutional continuity.

Accordingly, the Commission invites sealed proposals from qualified firms, partnerships, consortiums, or suitably experienced individual consultants to provide outsourced Information Technology Services on a contractual retainer basis. This is a professional services engagement and does not constitute employment. The successful provider will serve as the Commission’s strategic technology lead and principal advisor on digital transformation, cybersecurity, IT governance, and parliamentary technology services, using the attached communications RFP as a structural template.

## 2. OBJECTIVES OF THE ASSIGNMENT

The purpose of this engagement is to support the Commission in the following areas:

- i. Develop and implement a digital strategy aligned with parliamentary standards;
- ii. Modernise and maintain secure, resilient, and efficient IT systems supporting Members, Committees, and staff;
- iii. Strengthen cybersecurity governance, data protection, business continuity, and disaster recovery capability;
- iv. Improve legislative technology systems, records management, chamber operations, and digital workflows;
- v. Support transparent, accessible, and citizen-facing digital services including broadcasting and online access;



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- vi. Build internal capability through training, mentoring, governance frameworks, and knowledge transfer; and
- vii. Provide specialist outsourced executive technology leadership through a flexible and cost-effective contractual model.

The proposed engagement shall be for an initial contractual term of **two (2) years**, subject to satisfactory performance, budgetary approval, and renewal provisions determined by the Commission.

### 3. SCOPE OF SERVICES

The successful service provider shall provide outsourced IT leadership and strategic IT management services on a fixed monthly retainer basis.

#### 3.1 Strategic Technology Leadership

- Serve as the Commission's outsourced IT and senior technology advisor
- Develop annual IT strategies, roadmaps, and investment plans
- Advise on emerging technologies relevant to legislatures
- Align technology with parliamentary priorities and service delivery needs
- Prepare board-level reports and strategic recommendations

#### 3.2 IT Governance & Risk Management

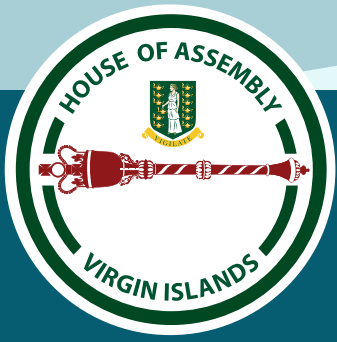
- Establish IT governance frameworks, policies, and controls
- Maintain IT risk registers and mitigation plans
- Ensure compliance with applicable laws, standards, and procurement rules
- Oversee vendor governance and service contracts
- Support internal and external audit readiness

#### 3.3 Cybersecurity and Information Assurance

- Develop and implement cybersecurity strategy
- Manage cyber risk, access controls, monitoring, and incident response
- Protect parliamentary, political, and sensitive government data
- Conduct security awareness training
- Oversee vulnerability management and resilience testing

#### 3.4 Infrastructure and Cloud Services

- Assess and modernise network, server, storage, and endpoint environments
- Improve reliability, uptime, and redundancy



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- Oversee cloud migration and hybrid infrastructure where appropriate
- Manage backups and disaster recovery arrangements
- Improve connectivity across parliamentary precincts

### **3.5 Parliamentary Systems and Digital Operations**

- Support systems used by Members and staff
- Improve chamber technology, agenda systems, voting systems (if applicable), committee tools, and document workflows
- Support livestreaming, digital broadcasting, and public access systems
- Improve remote and hybrid working capabilities

### **3.6 Data Management and Analytics**

- Establish data governance frameworks
- Improve records retention and digital archives
- Promote use of data for decision-making and transparency
- Introduce dashboards and reporting tools where beneficial

### **3.7 User Support and Service Delivery**

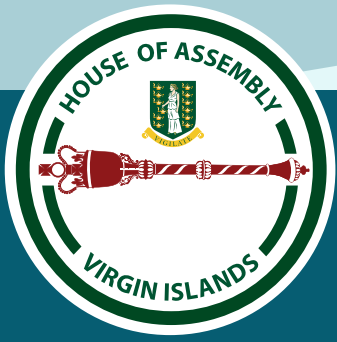
- Improve helpdesk, service management, and response times
- Define service catalogues and support standards
- Enhance user satisfaction and device lifecycle management
- Ensure accessibility compliance for users with disabilities

### **3.8 Capacity Building and Training**

- Deliver training for Members and staff on cyber hygiene, systems use, and digital tools
- Mentor designated internal personnel
- Develop Standard of Operations, governance manuals, and handover documentation

### **3.9 Procurement and Vendor Management**

- Support procurement of hardware, software, and IT services
- Prepare technical specifications and evaluation support
- Manage third-party suppliers and Service Level Agreements (SLA)



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## **3.10 Website Design, Development and Digital Presence Management**

The successful service provider shall be responsible for the strategic oversight, design, development, maintenance, security, and continuous improvement of the official House of Assembly website and associated digital platforms.

Services shall include, but not necessarily be limited to:

### ***Website Strategy and User Experience***

- Develop a modern, professional, and parliamentary-standard website aligned with democratic transparency and public engagement objectives
- Improve user experience, navigation, searchability, and information architecture
- Ensure mobile-responsive and device-compatible design across desktops, tablets, and smartphones
- Provide citizen-focused digital services and intuitive access to parliamentary information

### ***Website Design and Development***

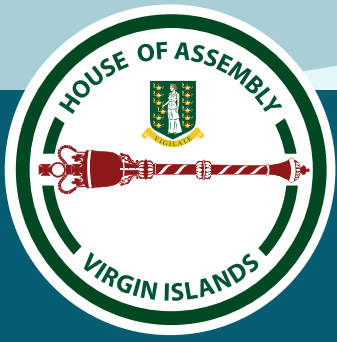
- Redesign or rebuild the official website where required
- Develop secure, scalable, and easy-to-manage content management systems
- Create dedicated sections for Members, Committees, Bills, Hansard, Orders of Business, livestreams, publications, and public notices
- Integrate video streaming, archives, calendars, alerts, and online submissions where approved
- Ensure modern branding consistency and institutional identity

### ***Website Maintenance and Support***

- Ongoing hosting oversight, maintenance, updates, patching, and performance optimisation
- Content publishing workflows and administrative permissions
- Broken link remediation, bug fixing, and system enhancements
- Backup management and disaster recovery arrangements
- SLA-based technical support and uptime monitoring

### ***Accessibility Compliance***

- Ensure compliance with recognised digital accessibility standards including WCAG 2.1 AA (or higher where feasible)
- Screen-reader compatibility



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- Keyboard navigation capability
- Alt text for images
- Captioned video content
- Accessible PDFs and downloadable documents
- Colour contrast and readable typography standards
- Plain-language content guidance

### ***Multilingual Capabilities***

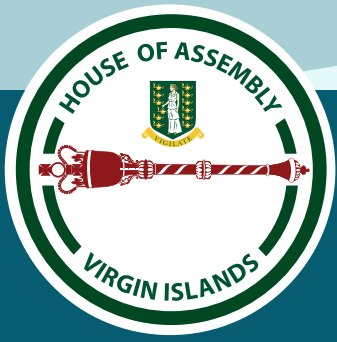
- Support English as primary language with capacity for additional languages as directed by the Commission
- Multilingual content publishing workflows
- Translation management tools and integrations
- Language toggle functionality
- Accessible multilingual notices and public information
- Future scalability for additional regional or international languages

### ***Security and Governance***

- Secure coding standards
- Secure Socket Layer (SSL) certificate management
- Privacy and cookie compliance
- Cybersecurity hardening and monitoring
- Role-based administrative access controls
- Website analytics and reporting dashboards

## **4. DELIVERABLES & REPORTING REQUIREMENTS**

- Website digital strategy and roadmap
- New or upgraded House of Assembly website (if required)
- Content management system with training for administrators
- Accessibility compliance audit and remediation plan
- Multilingual publishing framework
- Monthly website analytics reports
- Security patching and maintenance logs
- Website uptime and performance reports
- Disaster recovery and backup procedures
- Annual website enhancement plan



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## 5. PERFORMANCE METRICS

- Website uptime minimum **99.9%**
- Accessibility compliance score
- Website page speed / performance targets
- Public user satisfaction metrics
- Multilingual content availability targets
- Time to publish urgent notices

## 6. GOVERNANCE, APPROVALS AND WORKING ARRANGEMENTS

The successful service provider shall work under the direction of the **Clerk of the House of Assembly** or designated Contract Manager and shall support the Speaker, Deputy Speaker, Members, Committees, and staff as required.

The Commission shall determine approval authority for:

- IT strategies
- Major procurements
- Security policies
- Capital expenditure
- System changes
- External vendor appointments
- Public-facing digital services

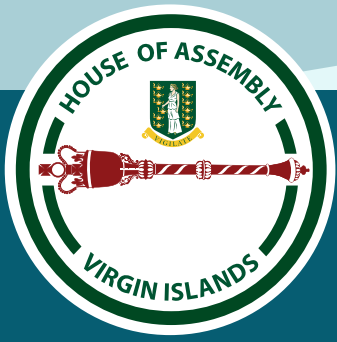
The service provider shall attend planning and review meetings and maintain clear communication on priorities, risks, timelines, and approvals.

## 7. CONFIDENTIALITY, NEUTRALITY AND INDEPENDENCE

All services must remain strictly non-partisan, confidential, professional, and aligned with parliamentary privilege.

The service provider shall maintain strict confidentiality over all non-public information relating to:

- Members
- Committees
- Parliamentary business
- Internal administration
- Security arrangements
- Sensitive government data
- Unreleased proceedings



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No service may support any political party, campaign, or partisan objective.

## 8. OWNERSHIP OF WORK PRODUCT

All strategies, policies, reports, configurations, documentation, templates, dashboards, source files, and materials produced under this engagement shall become the property of, or be fully licensed for unrestricted use by, the Commission.

## 9. PROPOSAL REQUIREMENTS

### Technical Proposal

Proponents should submit:

- Cover Letter
- Understanding of assignment
- Proposed methodology
- Service delivery model
- Team structure / lead consultant profile
- Relevant case studies
- Transition plan
- Risk management approach

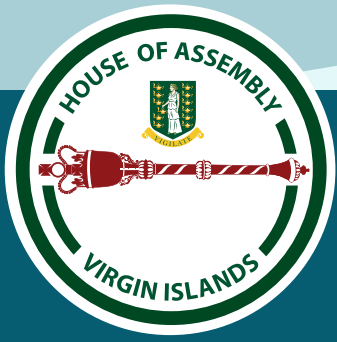
### Commercial Proposal

Proponents should clearly state:

- Fixed monthly retainer fee
- Services included within retainer
- Additional hourly/day rates (if any)
- Reimbursable expenses
- Applicable taxes
- Total pricing structure

### Experience and Qualifications

- Degree in IT, Computer Science, Information Systems, or related field
- Minimum ten (10) years relevant experience
- Senior leadership / Chief Information Officer / IT Director experience
- Public sector or parliamentary experience preferred
- Professional certifications advantageous (CISSP, CISM, PMP, ITIL, etc.)



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**References**

At least two (2) references for comparable assignments completed within the last five (5) years.

**10. EVALUATION CRITERIA**

<b>Criteria</b>	<b>Weight</b>
Technical Proposal / Methodology	30%
Relevant Experience	25%
Qualifications	20%
Financial Proposal	15%
References	10%

**11. PROCUREMENT FRAMEWORK**

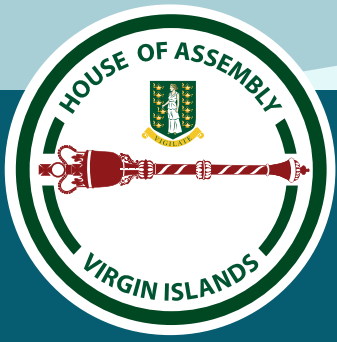
This procurement shall be conducted in accordance with applicable Virgin Islands law, procurement principles, and any House of Assembly policies.

**12. CLARIFICATIONS AND COMMUNICATION**

All communications regarding this RFP shall be directed only to the contact below. No verbal communications shall be binding. Queries must be submitted in writing no later than **Friday, 22<sup>nd</sup> May, 2026** and responses shall be issued by written addendum only.

**Clerk**

Office of the House of Assembly Management Commission  
Richard Stout Building  
Road Town, Tortola  
Virgin Islands  
Email: [hoa@gov.vg](mailto:hoa@gov.vg)  
Tel: (284) 468-6900



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The Commission may request clarifications from any Respondent and may issue written addenda where necessary.

### **13. SUBMISSION INSTRUCTIONS**

Interested parties are requested to submit proposals no later than **Friday, 19<sup>th</sup> June 2026** at **10:00 a.m.** local time. Late submissions shall be rejected.

Submissions may be delivered physically to the Office of the House of Assembly located in the Richard Stout Building or submitted electronically via email on or before the submission deadline.

Proposals must be submitted electronically in non-editable PDF format and clearly labelled:

**“RFP – Outsourced Information Systems Services – House of Assembly Management Commission”**

The submission must clearly identify the Respondent’s name and include all documents required under this RFP.

The Commission is not bound to accept the lowest or any proposal.

#### **13. Rights Reserved**

The Commission reserves the right to accept or reject any proposal, seek clarifications, negotiate with preferred proponents, cancel and reissue this RFP, award in whole or in part, or make no award.