GOVERNMENT OF THE VIRGIN ISLANDS

TENDER NOTICE

Tel: (284)468-2730
Official Government Website:
https://gov.vg

Government Invites Tenders for 24/7 Cyber Protection Services for 911 Emergency Response Network

Release Date: 4 March, 2026



The Government of the Virgin Islands (GoVI), acting through the Ministry of Health and Social Development (MoH&SD), has issued a Request for Tenders (RFT) for the provision of 24/7, 365 Days Monitoring and Cyber Protection Services for the Territory’s 911 Emergency Response Network.

The proposed service will safeguard the critical emergency communications infrastructure located at the Dr. D. Orlando Smith Hospital and supporting emergency service locations, including the 911 Call Centre, Fire Department, Police Command Centre, and HM Prison. The engagement seeks to ensure continuous monitoring, threat detection, incident response, and enhanced cybersecurity resilience.

The service will cover a total of thirty-two (32) endpoints, comprising desktop computers and laptops deployed across these critical facilities. The selected provider will deliver comprehensive cybersecurity solutions, including:

- Active Endpoint Detection and Response (EDR)
- Centralized 24x7x365 monitoring
- Automated patch management
- Device and asset management
- Application compliance monitoring
- Managed email protection
- Advanced AI-based anti-phishing and anti-spam filtering
- Ransomware protection and recovery
- Weekly and monthly security reporting

The duration of the engagement will be two (2) years.

The Ministry invites qualified and experienced Cyber Security Service providers to submit tenders in accordance with the requirements outlined in the RFT. Tender submissions must include all required documentation, including company experience, method statement, work programme, financial proposal, and certificates of good standing.

Tenders must be submitted in a sealed envelope clearly marked:

“Proposed 24/7 365 Days of Monitoring and Cyber Protection Services”

Submissions must be delivered to:

Permanent Secretary
Ministry of Health and Social Development
Voronica’s House of Commerce
Road Town, Tortola
British Virgin Islands

The deadline for submission is 31 March 2026 at 10:00 a.m. local time. Late submissions will not be considered.

The Government of the Virgin Islands remains committed to strengthening the cybersecurity posture of its critical infrastructure and ensuring the reliability and integrity of emergency response systems across the Territory.

For further information, interested parties are encouraged to contact the Ministry of Health and Social Development at (284) 468-2174.

For Additional Information Contact:

Fitsroy Randall

Information Officer I

Ministry of Health and Social Development

Vorinica's House of Commerce, Long Bush

Tortola, British Virgin Islands

Telephone: (284) 468-4138

E-mail Address: FRandall@gov.vg

Gallery



GOVERNMENT OF THE VIRGIN ISLANDS
Ministry of Health and Social Development

REQUEST FOR TENDERS
Page 1
Proposed 24/7 365 Days of Monitoring and Cyber Protection Services

PART A – GENERAL PROVISIONS

1.INTRODUCTION

1.1. The Government of the Virgin Islands (GoVI), acting through the Ministry of Health and Social Development (MoHSD), hereby invites qualified Cyber Security Service providers to submit a tender for the provision of "24/7, 365 days per year monitoring and cyber protection for the 911 Emergency Response Network located at the Dr. D. Orlando Smith Hospital, Road Town, Tortola". The Service will support and safeguard the 911 Emergency Response Network infrastructure to ensure continuous protection, monitoring, threat detection, incident response, and overall cybersecurity resilience.

1.2. The proposed Service requires continuous twenty-four (24) hours per day, seven (7) days per week, three hundred and sixty-five (365) days per year monitoring and cyber protection of a total of thirty-two (32) endpoints, consisting of twenty-five (25) desktop computers and seven (7) laptops. These devices are deployed across the following critical emergency service locations:

- 911 Call Centre
- Fire Department
- Police Command Centre
- Hot Prison

1.3. The proposed service comprises of furnishing all plant, labor, equipment, materials and performing all operations in connection with the proposed service, as outline in section 7.

1.4. As a part of this procurement process, you are required to visit the site in good time to allow you to assess the existing conditions, the requirements of the furnishing, and determine the equipment required to complete the project.

2. SUBMISSION OF TENDER

2.1. The Tenderer should read these instructions carefully before completing the tender documentation. The Tender must include each of the following documents identified below, fully completed by the Tenderer together with any supporting literature required by the relevant document. The documents marked 'Appendix' are provided as appendices to this document.

- Form of Tender (Appendix A)
- Tender Price (Appendix B)
- Method Statement (Appendix C)
- Work Programme (Appendix D)
- Company Experience/Staff (Appendix E)

2.2. Failure to comply with any of the instructions concerning completion and submission of these documents may render (at GoVI's absolute discretion) the Tender non-compliant.

2.3. The Form of Contract, if required, is attached at **Appendix C**. It identifies the proposed terms and conditions, and the documents that shall be incorporated within any resulting Contract.

2.4. Tenders must be submitted to the Ag. Permanent Secretary, Ministry of Health and Social Development at the following address:

Permanent Secretary
Ministry of Health and Social Development
Vasisco's House of Commerce
Road Town, Tortola
VIRGIN ISLANDS

Tel.284-468-2174

Tenderers must submit **one (1) original copy** of the complete tender package, including appendices and supporting literature, in one envelope clearly marked with the reference **"Proposed 24/7 365 Days of Monitoring and Cyber Protection Services"**.

2.5. The original tender must be clearly marked accordingly, and all information must be legible.

2.6. **Tenders must be submitted no later than 31st March 2026 at 10:00 a.m.** local time. Tenders received after this date and time will be rejected and not be considered.

3. SITE VISIT

3.1. Tenderers are required to visit the site to assess the existing conditions, the requirements of the Works, and determine the equipment and labour required to complete the Services. (If necessary)

4. GENERAL

4.1. GoVI reserves the right, and at its own discretion, to accept or reject any Tender, and to annul the process and reject all Tenders, at any time prior to award of contract without assigning reason, and without incurring any liability to the affected prospective Tenderer(s).

4.2. GOVI will not defray any costs incurred by any Tenderer in the preparation of Tenders.

PART B – EMPLOYER'S REQUIREMENTS

5. INSTRUCTIONS TO TENDERS

Tenderers are required to furnish the following:

1) Certificates of Good Standing in respect of Social Security, National Health Insurance and Taxes including Payroll Taxes and Property Taxes from?:
   a) The Director of Social Security Board;
   b) The Director of National Health Insurance; and
   c) The Commissioner of Inland Revenue
2) A valid Trade License (local) or valid business License (International).

6. TIME OF ENGAGEMENT

6.1. The duration of this engagement will be for a period of two years.

7. PROPOSED SERVICES

1) Nextgen Active Endpoint Detection & Response (EDR): Real-time scanning, detection, and tracking of all threats for endpoints including workstations, laptops, and servers (Windows, MacOS, Linux). It includes protection from viruses, malware, and ransomware.
2) Device Management: To allow monitoring and management of all devices from a single pane of glass with remote secure login.
3) Automated Patch Management: Ensures that all devices are updated to the most secure versions.
4) Application Compliance Management: Ensures that all applications are compliant with security policies.
5) Asset Tracking: To allow tracking of all assets on the network.
6) Weekly & Monthly Security Reporting: Provide weekly and monthly reports and recommendations.

GOVERNMENT OF THE VIRGIN ISLANDS
Ministry of Health and Social Development

REQUEST FOR TENDERS
Page 2
Proposed 24/7 365 Days of Monitoring and Cyber Protection Services

7) Centralized Monitoring: Provide centralized monitoring of the network 24x7x365.
8) Ransomware Recovery & Insurance
9) Managed Email Protection
   - Advanced AI-based anti-phishing and Anti-spam filtering and quarantine
   - Malicious URL protection (URL Reputation) and URL click-time protection (URL Rewriting)

8. EVALUATION

The competitive bidding process will be utilized to ensure that the procurement process is transparent and that tenders are evaluated fairly to ascertain that the most recommended evaluated bid is most technically and economically sound.

The Tenderers' response to the Employer's requirements will be evaluated under the following criteria with relative weights:

Table Tender evaluation criteria and relative weights

Evaluation Criteria	Maximum Score (100 points)
Proposed Proposal	25%
Price	25%
Work Programme	10%
Provide a work programme that contains a detailed schedule of activities, with clearly defined tasks and resources, for the implementation of the proposed service (on-prem and its removal from site)	
Work programme to undertake the proposed service (on-prem and its removal from site)	
Work programme to stay (assist and advise) on 5 drills	
Method Statement	10%
Provide a detailed, step-by-step methodology of the proposed real-time monitoring and cyber protection service, including the tools, technologies, and processes that will be implemented. Explain how the system will detect, analyze, and respond to potential cyber threats, ensuring 24/7 coverage.	
Describe your approach to regular vulnerability assessments, including the frequency of scans, methodologies used, and how you will prioritize and remediate identified vulnerabilities.	
Outline your strategy for integrating with existing network infrastructure, minimizing disruption to daily operations, and ensuring compatibility with various devices and systems.	
Company Experience/Staff	15%
Completed at least 3 similar assignments within the last 5 years (10 + 5 years)	

1.27.2. The tenderer is to achieve a minimum score of 70 points to be considered for award of contract. The Tenderer with the most advantageous bid (highest evaluation score) will be invited to negotiate a contract.

9. DISCLAIMERS

9.1. The Tender process is governed by and construed in accordance with the Laws of the Virgin Islands.

9.2. All material issued in connection with this RFT shall remain the property of GOVI and shall be used only for the purpose of this competitive tendering exercise.

9.3. GOVI shall not be committed to any course of action as a result of:

9.3.1. Issuing an RFT;

9.3.2. Communicating with a Tenderer or a Tenderer's representatives or agents in respect of this procurement; or

9.3.3. Any other communication between GOVI and any other party.

9.4. Tenderers shall accept and acknowledge that by issuing this RFT, GOVI shall not be bound to accept any Tender and reserves the right not to award the Contract for some or all of the Works for which Tenders are invited.

9.5. No information contained in this RFT, or in any communication made between GOVI and any Tenderer in connection with this RFT, shall be relied upon as constituting a Contract, agreement, or representation that any Contract shall be offered as a result of this competitive tendering exercise. GOVI reserves the right, to change without notice the basis of, or the procedures for, the competitive tendering exercise or to terminate the competitive tendering exercise at any time.

9.6. Tenderers are solely responsible for the costs and expenses incurred in connection with the preparation and submission of their Tender and all other stages of the selection and evaluation process. Under no circumstances will GOVI or any of their advisers, be liable for any costs or expenses borne by Tenderers, sub-contractors, suppliers, or advisers in this competitive tendering exercise.

9.7. GOVI reserves the right to reject Tenders which are not submitted in accordance with the instructions given, including but not limited to where a Tenderer:

9.7.1. Submits it Tender after the deadline for tender submissions;

9.7.2. Provides a Tender that is incomplete and fails to provide any of the required information;

9.8. GOVI reserves the right to reject any or all Tenders, to stop the competitive tendering exercise and not award the Contract (in whole or in part) at any time without any liability on its part. Nothing in this competitive tendering exercise is intended to form any express or implied contractual relationship between the parties unless and until the Contract is executed by both parties.

9.9. Where there is any indication that a conflict of interest exists or may arise then it shall be the responsibility of the Tenderer to inform GOVI detailing the conflict in writing. GOVI will be a final arbiter on cases of potential conflicts of interest. A failure to notify GOVI of any potential conflict of interest will invalidate any oral or written agreement.

9.10. Participation in the tendering process shall be treated by GOVI as acceptance by the Tenderer of all the terms and conditions contained in this RFT (or any other statement that may be issued by GOVI to Tenderers from time to time) relating to the conduct of this competitive tendering exercise (including any subsequent award of a Contract).

9.11. Tenderers must be explicit and comprehensive in their responses to this RFT as this will be the single source of information on which responses will be evaluated save for any further clarification sought by GOVI in accordance with the Clarification of Tenders paragraph above. Tenderers are advised neither to make any assumptions about their past or current supplier/contractor relationships with GOVI nor to assume that such prior business relationships will be taken into account in the evaluation procedures.

9.12. The RFT is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Tenderer to submit a Tender or enter into the Contract or any other contractual agreement.

9.13. GOVI relies on a Tenderer's own analysis and review of information provided. Consequently, Tenderers are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Tenders and to undertake any investigations they consider necessary in order to verify any information provided to them during the competitive tendering

---

Additional Documents or Media

- proposed_24-7_365_days_of_monitoring_and_cyber_protection_services.pdf
- 20260302_press_release_tender_247_911_cybersecurity_protection.pdf