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REQUEST FOR PROPOSAL (RFP)

Bookstore Web Application / POS Maintenance, Technical Support, and System Enhancement

RFP Information	Details
RFP No.	2026 - 6
Proposal Due Date	September 7, 2026
Issuing Office	College of Micronesia–FSM Bookstore / Procurement
Contract Term	Twelve (12) months, with renewal subject to mutual agreement and applicable COM-FSM procedures
Point of Contact	Roselle Togonon, Comptroller

PURPOSE OF THE RFP

The College of Micronesia–FSM (COM-FSM) Bookstore invites qualified and experienced vendors to submit proposals for the maintenance and technical support of its existing Bookstore web application/POS environment, together with specified system enhancements and integration of electronic signature pads. The objective is to maintain a secure, reliable, optimized, and available system that supports Bookstore operations while minimizing downtime and ensuring timely technical assistance.

BACKGROUND

The Bookstore web application supports Bookstore business operations. The required services are based on the Bookstore's need for continuous preventive maintenance, corrective maintenance, security updates, backup and recovery support, technical assistance, minor bug fixes/modifications, and selected system upgrades. The current technical proposal reviewed by the Bookstore identifies digital signature capability, e-receipts, and expansion of the system to include the Student Café as proposed upgrades.

OBJECTIVES

- Maintain system availability, reliability, performance, and security.
- Provide preventive and corrective maintenance and timely resolution of system issues.
- Maintain reliable backup and recovery processes.
- Provide technical support and incident response under defined service levels.
- Implement approved enhancements for digital signatures and e-receipts.
- Add the Student Café as an additional store/location within the application, as applicable.
- Integrate and test electronic signature pad hardware with the existing system.
- Provide appropriate maintenance, security, performance, and issue-resolution documentation.
- System enhancements

SERVICE LEVEL AGREEMENT (SLA)

Vendors shall state their proposed response and resolution commitments. At a minimum, vendors should address the target service levels. Vendors shall clearly identify any assumptions, dependencies, exclusions, or circumstances under which proposed resolution times may vary.

DELIVERABLES AND REPORTING

- Performance monitoring report.
- Security update report.
- Backup verification report.
- Issue and incident resolution documentation.
- Documentation of digital signature implementation.
- Documentation of e-receipt implementation.
- Documentation of Student Café/store addition.
- Integration/testing documentation for signature pad hardware.

DATA SECURITY AND CONFIDENTIALITY

- Protect COM-FSM Bookstore data and system credentials from unauthorized access.
- Limit access to authorized personnel who require it to perform the contracted services.
- Notify COM-FSM promptly of suspected security incidents affecting the system or data.
- Maintain appropriate controls for backups and recovery information.
- Return or securely dispose of COM-FSM information and credentials as required at the end of the contract.

VENDOR QUALIFICATIONS

Proposals should include:

- Company profile and relevant experience.
- Experience maintaining web applications, POS systems, databases, or comparable business applications.
- Experience with system integrations and electronic signature devices, where applicable.
- At least two relevant client references, if available.
- Names/roles of personnel who will provide the services.
- Description of technical support arrangements and escalation procedures.
- Evidence of any applicable certifications or technical qualifications.

COST PROPOSAL

Vendors should provide a clear, itemized price proposal. All costs should be stated in U.S. dollars unless otherwise specified.

Vendors shall clearly identify any taxes, fees, licensing costs, recurring charges, third-party costs, or other costs not included in the total proposed price.

IMPLEMENTATION AND ACCEPTANCE

The selected vendor shall provide an implementation schedule for approved enhancements and hardware integration. COM-FSM may conduct testing and user acceptance before an enhancement or integrated hardware is considered complete. The vendor shall correct defects identified during acceptance that are within the agreed scope.

CONTRACT PERIOD AND PAYMENT

The anticipated contract period is twelve (12) months commencing on the agreed start date. Renewal, if any, will be subject to mutual agreement, satisfactory performance, funding, and applicable COM-FSM procurement requirements. Vendors shall state proposed payment terms and billing frequency.

TERMS AND CONDITIONS

- COM-FSM reserves the right to accept or reject any or all proposals in accordance with applicable procurement requirements.
- Issuance of this RFP does not obligate COM-FSM to award a contract.
- The vendor shall not commence additional work outside the approved scope without written authorization from COM-FSM.
- All proposal costs are the responsibility of the responding vendor.
- The selected vendor shall comply with applicable COM-FSM policies, procedures, and contractual requirements.
- Any conflicts between a vendor's standard terms and the final COM-FSM contract shall be addressed during contract finalization.

SUBMISSION INSTRUCTIONS

Submit the complete proposal electronically no later than the deadline stated in this RFP.

END OF REQUEST FOR PROPOSAL