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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



Ministry of Health
and Social Development

NOTICE TO TENDERERS

Tender Designation:

MHSD Tender

Tender Category:

CYBER PROTECTION SERVICES

Title:

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

Description:

The Government of the Virgin Islands (GoVI), acting through the Ministry of Health and Social Development (MoH&SD), hereby invites qualified Cyber Security Service providers to submit a tender for the provision of: "24/7, 365 Days Monitoring and Cyber Protection Services for the 911 Emergency Response Network located at the Dr. D. Orlando Smith Hospital, Road Town, Tortola".

Action Deadline:

Tuesday, 31st March, 2026 | 10:00 a.m.

To View Tender Details:

Tel: (284) 468-2174

Email: ministryofhealth@gov.vg

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:

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