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June 20, 2019

MULTI-STEP INVITATION FOR BID
GSA-026-19

**TRANSPORTATION MANAGEMENT SYSTEM (TMS)
SOFTWARE AND HARDWARE**

Question received from: Shaw Software on 5/27/19

Question: 1

For vendors in mainland USA, can the presentation be done online using tools such as Gotomeeting/Webex? Ref: Page 49 Formal Video Presentation

Response: The Guam Regional Transit Authority (GRTA) does not have the "Gotomeeting/Webex"

But an alternative for the off island vendor to do the presentation is to email GRTA the presentation material in pdf or power point and then do a telephone conferencing. This way GRTA could have their presentation material on the computer and follow through via telephone conferencing as they conduct their presentation. Once GRTA receives the presentation through email the date and time will be determine for the presentation.

Question: 2

Would GRTA agree to accept tablets that deliver the requested functions even though it may be differ from request configurations? Ref: Page 57 Tablet minimum requirements.

Response: Page 57 item 3.1 shows the minimum tablet requirements. Configuration as stated is the minimum requirement; therefore, if your tablet meets the minimum requirement or equivalent functionality or exceeds the configuration listed on page 57 item 3.1, then the answer is yes.

GRTA acknowledges that the current state of the art technology may provide lower cost and advancement in technology that may exceed the minimum configuration and works best for the potential providers solution that will benefit GRTA and our island community.

Question: 3

Is the 15% bid guarantee based on hardware cost or software cost or both. Requesting clarification on page 39.

Please Print
A KNOWLEDGEMENT COPY (Re-fax to GSA)
Received By: _____
Date: _____
Company Name: _____
Fax to: 475-1727 or 472-4217
E-mail to: gsaprocmnt@gsadoa.guam.gov

Response: It is 15% of the total bid amount for both Software and Hardware.

Question: 4

If we submit a cashier's check as a bid guarantee, please let us know the process of return and timeline of same: If we are awarded the IFB or if we are not awarded the IFB.

Response: If a cashier's check is submitted as a bid guarantee a bid status is sent to the participating vendors and the cashier's check will be returned. If it is an off-island vendor then the cashier's check will be sent though certified mail to the company. If awarded the cashier's check will be held until services have been completed.

Question received from: Menhalom on 5/28/19

Question: 1 - Request Clarification: Page 39

Is the bid guarantee required with the submission of the bid and bid opening?

Response: If you are notified of being acceptable as stated on page 36. The second phase consists of the submission of sealed price bids only by those bidders found to be acceptable.

Question: 2

Can the bid bond be submitted upon notification that a technical offer has fulfilled the requirement of Phase I.

Response: Yes, or it could be submitted together with your sealed "Technical Bid" in a separated sealed enveloped marked "Bid Cost" and will be placed in a safe until all technical bids have been evaluated and deemed acceptable. Refer to response to question 1.

Question: 3

Given the deadlines and extensions for this multi-step bid, can the government provide the date when the contract award is expected to be issued?

Response: No, due to unexpected matters cannot be fore seen. The submission of the bid is scheduled for June 28, 2019 and no extension has been given at this time.

Question: 4

We are requesting that the government cancel any extensions if the project is to be completed in a timely manner.

Response: GRTA will consider this noted.

Question: 5

Can we be provided in detail the deadlines for deliverables for the project?

Response: Please refer to page 58, Item 4

Question: 6

Has GRTA or any persons participating in the preparation or execution of the multi-step bid been in contact with any contractors/vendors that participated in the pre-bid conference call? If so, can we be provided a list of those companies and what if any information provided by these companies was utilized for this multi-step bid?

Response: Provide your appropriate recommendations and proper specifications which will be needed for the proposed GRTA's One Call/One Click Dispatch Center (TMS) software, tablet integration, etc. to be networked and synchronized correctly.

Question: 7

Page 35 Paratransit 1.2e and Fixed Route 1.3b: We do not see how a GPS solution is entirely possible because not all locations on Guam have cellular accessibility where an acceptable GPS location can be computed. To ensure that the software meets an acceptable location functionality we are asking if we should also provide address location-based functionality? Is this a mandatory requirement?

Response: Refer to page 55: Item 2. Addressed this question specifically. Provide appropriate recommendations and proper specifications to how your TMS software solution shall cater not only to the general riding public and individuals with disabilities, but particularly to those that are visually and hearing impaired thru there personal computers and smart phones with the aid of assistive technology.

Question: 8

Page 35 Paratransit 1.2e: We do not see how paratransit services can be implemented without also requiring a hands-free, voice-controlled device. Otherwise persons of disabilities may not have a suitable means of obtaining transportation services. Are hands-free, voice-controlled devices a mandatory requirement?

Response: Refer to page 54 requiring only internet capability from any device for access. Page 57, Item 3, System hardware and internet specifications (bottom of the page) The successful offeror shall provide appropriate recommendations and proper specifications concerning internet and tablet connections that are currently available on Guam

Question: 9

Page 55 Reservations 2.2.b (1): We do not see how paratransit services can be implemented without also requiring a hands-free, voice-controlled device. Otherwise persons of disabilities may not have a suitable means of obtaining transportation services. Are hands-free, voice-controlled devices a mandatory requirement for reservations?

Response: Refer to page 54 requiring only internet capability from any device for access. Page 57, Item 3, System hardware and internet specifications (bottom of the page) The successful offeror shall provide appropriate recommendations and proper specifications concerning internet and tablet connections that are currently available on Guam

Question: 10

Page 54 Address Management and Map Location: We are assuming that address mapping must be complete and accurate to include all forms of addressing and legacy addressing used on Guam. Please clarify that all addressing to include legacy addressing and land parcels are to be included?

Response: Provide your appropriate recommendations and proper specifications which will be needed for the proposed GRTA's One Call/One Click Dispatch Center (TMS) software, tablet integration, etc. to be networked and synchronized correctly. May include any additional information necessary to better explain your offer, but any information submitted by the bidder must be current, accurate and complete.

Question: 11

Page 5 Tablet Integration 2.7a vs Table Minimum Requirement 3.1 (first bullet item): The specification on 2.7.a indicates that tablets must be Android, Ipad and a combination of both; whereas 3.1(first bullet item) specifies that a minimum of an Android tablet is required. Can we get clarification on this?

Response: As stated the Operating System can be a minimum of Android 4.0 or an operating system equal to it such as on an Ipad. The Software System shall provide integration for both.

Question: 12

Page 57 Personal Computer (Desktop Workstation) Minimum requirements: Workstations with 4GB May function properly, but we lag in performance. We do not want to be penalized in our pricing for offering computer equipment that more suitable but exceeds the specifications of the multi-step bid. We recommend computers with at least 16GB RAM.

Response: Refer to page 57, 4 System Hardware and Internet Specifications: Alternate brands offered she be equal to or greater in quality. However, the burden to proof equality shall rest with the bidder.

Page 57 (Bottom Paragraph) Provide your appropriate recommendations and proper recommendations and proper specifications concerning internet and table connections that are currently available on Guam, which will be needed for the Proposed GRTA's One Call/One Click Dispatch Center (TMS) software, tablet integration, etc. to be networked and synchronized correctly.

Question: 13

Offeror is responsible for providing all cellular services for devices to be utilized by GRTA drivers, vehicles and staff necessary for execution of the project. May we get the period of time that this is required for the project?

Response: Refer to page 58, Item 4 General Administrative Information 4. Paragraph 5, Projected implementation Timetable – Provide a projected timetable of events to install and activate the software including hardware and provide the initial training and technical assistance. Page 48. Item e(1) Provide a projected timetable of events to install and activate the software including hardware.

Question: 14

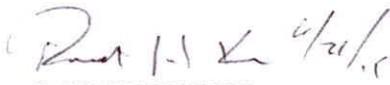
Page 50 Pricing: Item 4: a) How many years of cellular communication are we to price our proposal for the devices we are providing in our offer?

Response: Item 4: a) Two (2) years with an option year at the discretion of GRTA. Therefore, 3 years.

Response: b) Item 6: Provide extended warranty for computer manufacturer. A typical manufacturer limited warranty is typically 1 year. An Extended 2 year warranty would meet this criteria.

Response: c) Item 6, Provide your offer as to how you will best resolve Hardware Maintenance issues if there is a problem with hardware and technical issues.

Response: d) The question of maintenance of software is whether it be conducted during business hours of Guam and if it is 24x7 and if there is a requirement that a local technical representative be available? Is a good question. GRTA prefer 24x7 technical service and support to be accessible during GRTA's Business hours. The methodology or process of your support can vary. Refer to page 41 A. Since different providers may have a different approach or solution, we would like your maintenance and technical support program to explain and justify your method of supporting GRTA.

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ROBERT KONO
(Acting Chief Procurement Officer)