



LOURDES A. LEON GUERRERO
GOVERNOR (MAGA'HAGA)

JOSHUA F. TENORIO
LIEUTENANT GOVERNOR
(SIGUNDO MAGA'HAGA)

DEPARTMENT OF ADMINISTRATION

GENERAL SERVICES AGENCY

AHENSAN SETBISION HINIRAT
148 ROUTE 1 SOUTH MARINE CORPS DRIVE, PITI, GU 96915
TELEPHONE: (671) 475-1707/1708
FAX: (671) 472-4217/1727
EMAIL: GSAPROUREMENT@GSADOA.GUAM.GOV
WEBSITE: WWW.GSA.DOA.GUAM.GOV



EDWARD M. BIRN
DIRECTOR (DIREKTOT)

BERNADINE C. GINES
DEPUTY DIRECTOR
(SIGUNDO DIREKTOT)

December 13, 2022

INVITATION FOR BID: **GSA-004-23**

TELECOMMUNICATION UPGRADE (DPHSS)
VOICE OVER IP (VOIP) PHONE SYSTEM

AMENDMENT #3

1. Amend to change "Bid Opening" date from: 12/23/22 to now read: **12/30/22 @10:00am.**
2. Amend to DELETE on page 36 of 38 under "Project Tasks:" Item #1.6 Setup and Configure Call Center as required.
3. Amend to change on page 3 of 38 the following:

From:

REQUIRED DELIVERY DATE: 30 Days Upon Receipt of Purchase Order. For a period of one (1) year with an Option to renew on a year to year basis for four (4) additional years upon availability of funds. Extension/Renewal are at the "Sole Discretion of the Government of Guam"

To Now Read:

REQUIRED DELIVERY DATE: **90 Days Upon Receipt of Purchase Order.** For a period of one (1) year with an Option to renew on a year to year basis for four (4) additional years upon availability of funds. Extension/Renewal are at the "Sole Discretion of the Government of Guam"

4. Amend to replace page 34 of 38 with "Revised 12/13/22 Page 34 of 38" attached.

All others remain unchanged.


CLAUDIA S. ACFALLE
Chief Procurement Officer

Please Print Acknowledgement Copy (Re-Fax to GSA)

Received By: _____

Date: _____

Company Name: _____

Fax to: 475-1727 or 472-4217

Email to: gsaprourement@gsadoa.guam.gov

Item No.	Description	Qty/UOM	Monthly Cost	Annual Price
1.0	Telecommunication Upgrade (DPHSS) Voice over IP (VOIP) Phone System As per the following specifications	12 Mos.	\$_____	\$_____
2.0	Fax Line Services	57 Ea.	\$_____	\$_____
3.0	Lease of equipment/service package	671 Ea.	\$_____	\$_____

Bidding on:
Manufacturer : _____
Make/Model : _____
Year : _____
Place of Origin: _____
Date of Delivery: _____

GRAND TOTAL: \$_____

GENERAL: The DEPARTMENT OF PUBLIC HEALTH & SOCIAL SERVICES also identified as DPHSS throughout the Information for BID (IFB) package is in the process of procuring an upgrade of an aging Centrex phone voice infrastructure. The purpose of this upgrade is to improve DPHSS’s voice telecommunication infrastructure and to meet the current demands for Internet Service, Voice Phone System Service, and improving the Internal Network Performance necessary due to the COVID-19 Pandemic Crisis. The Office on Technology (OTECH) will oversee and administer the technical tasks required to successfully implement requirements. This proposal will involve several key DPHSS locations and facilities.

Voice over Internet Protocol (VoIP) and Internet Protocol (IP) Telephony is the chosen protocol for DPHSS communication Government wide. Currently, VoIP is a mature technology, and is dynamic and scalable. Standardization within product lines and the choice of enhanced applications and reduced operational costs have put VoIP and IP Telephony on the fast track in the public sector.

Today's economic and social climate amidst a global pandemic is causing DPHSS to rethink how it operates. Efficient use of shrinking budget resources, optimizing revenue collection, or deploying services to meet the demands of a connected and "on demand" constituency, are some of the requirements placed on government agencies. When increased security requirements are added to this agenda, it is easy to understand why DPHSS is compelled to use agile approaches and new technologies that enable transformation to change the way government employees operate to meet these new and ever-increasing requirements.

Efficient and effective communication within DPHSS must take advantage of the convergence between text and voice systems. Modern technologies permit the instant and secure communications that efficient Government demands with minimal capital outlay.

SPECIFICATIONS: (Scope of Work)

Bidder may use the latest mature technology in hosted/PBX IP environments.

Bidder may provide analog or IP based phone lines for facsimile and other services as required.

Bidder may use Polycom 500 handsets or similar for their voice solution.

Bidder may port the existing phone numbers to the new system during the initial conversion upon request. Local Number Portability (LNP) is defined by the Telecommunications Act of 1996 as: "the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers, without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another. "

BIDDING ON OR REMARKS
