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December 13, 2022

INVITATION FOR BID

GSA-004-23

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

Questions and Concerns received IT&E - 11/23/22

Question #1:

Would a site visit be scheduled for all of the DPHSS locations provided?

Response: Yes, a notice to all participating vendors will be sent of the schedule time and date for a "Site Visit".

Questions and Concerns received GTA - 11/23/22

Question #1:

Please advise if all fax lines must be line-powered, fully protected/underground, and must be operable during a power outage.

Response: Yes

Question #2:

In reference to page 34, Item 1.0, the quantity is 12 months, please advise if the monthly cost should be based on one VOIP or 671 VOIP lines.

Response: To be based on 671 VOIP lines

Question #3:

In reference to the pricing on page 34, please advise if total award will be based on grand total annual price of items 1.0 to 3.0. If so, requesting for an updated bid form to include grand total monthly cost, annual, and overall grand total cost.

Response: Refer to page 25 of 38 General Terms & Conditions #7 – "All or None" Bid
See attached "Amendment #3.

Question #4:

In reference to bid specification on page 34, "Bidder may use Polycom 500 handsets or similar for their voice solution", please clarify if DPHSS requires the Polycom 500 series only as the similar voice solution or if Polycom handsets in general are required.

Response: No brand is required. The general functionality of the Polycom 500 series or better.

Question #5:

Please clarify if vendor must provide a router, switch, UPS, and phone - in reference to page 36 of 38 "DPHSS does not intend to own equipment".

Response: Yes.

Question #6:

Referencing Project Tasks, 1.6 on page 36, please clarify what call center features are required.

Response: Refer to Amendment #3 (Attached)

Question #7:

Please confirm if all network equipment must be managed by vendor.

Response: Yes, must be managed by the successful bidder.

Questions and Concerns received Pacific Data Systems - 11/23/22

Question #1:

Please provide a listing of telephone numbers to be ported by the awarded vendor and the existing service provider currently responsible for each phone number.

Response: The list of phone numbers and associated service providers will be provided to the successful bidder upon award.

Question #2:

Reference page 35 and General Terms & Conditions #34, the telecom services being requested in this IFB are regulated by the Federal Communications Commission and Locally by the Guam Public Utilities Commission (GPUC). According to the Guam Telecom Act (Reference §12103(a), see attached) Service providers offering these services must have been issued a Certificate of Authority (COA) by the GPUC to lawfully provide services. Requirements in this solicitation should reflect this requirement including requiring TAT applicable GPUC COA documentation be submitted in the bidder's bid submission.

Response: The specification as written will remain status quo. Bidder may provide proof of a Certification of Authority (COA) as a local exchange carrier (LEC) issued by the Public Utilities Commission upon request and prior to award.

Question #3:

Current shipping and delivery logistics continue to be affected by the Covid-19 Pandemic. Normal pre-pandemic delivery times have doubled, even tripled due to raw and finished material/supply availability, resulting in delays to production schedules, shipping, and delivery schedules and availability of transportation vessels/space. PDS request that the delivery requirements be amended from 30 to 90 Days ARO.

Response: 90 Days is acceptable. (See attached Amendment #3)

Question #4:

PDS requests all service locations be available for site surveys to evaluate equipment/service provisioning at each site and that sufficient time be provided for this activity in the bid schedule.

Response: Yes, a notice to all participating vendors will be sent of the schedule time and date for a “Site Visit”.

Question #5:

Reference the bid form at page 34 and bidder prices to be entered for the services offered, please confirm that these prices shall include any and all costs associated with the specified services including local and federal surcharges, taxes, fees, and other applicable costs.

Response: Yes, prices shall include any and all costs associated with the specified services including local and federal surcharges, taxes, fees, and other applicable costs.

Question #6:

Please confirm if the amount of the bid guarantee requirement (#11 of General Terms & Conditions) should be calculated on a 1-Year or 5-Year Service Term.

Response: 1-Year Service Term. Reference page 3 of 38 “Required Delivery Date:”

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”

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: gsaprocurement@gsadoa.guam.gov