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DIPATTAMENTON ATMENESTRASION

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LOURDES A. LEON GUERRERO  
Governor (Maga'håga)  
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Lt. Governor (Sigundo Maga'låhi)

May 10, 2023

INVITATION FOR BID

**GSA-004-23**  
TELECOMMUNICATION UPGRADE (DPHSS)  
VOICE OVER IP (VOIP) PHONE SYSTEM  
AMENDMENT #13

1. AMEND TO CHANGE "BID OPENING" DATE FROM: 5/12/23 AT 10:00 AM  
TO NOW READ: **5/31/23 AT 10:00 AM**
2. AMEND TO REPLACE PAGE 34 THROUGH 36 WITH "REVISED 5/10/23"  
PAGE 34 THROUGH 36 OF 38 (ATTACHED)

ALL OTHERS REMAIN UNCHANGED.

  
CLAUDIA S. RAY  
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](mailto:gsaprocurement@gsadoa.guam.gov)**

Item No.	Description	Qty/UOM	Monthly Cost	Annual Price
1.0	Telecommunication Upgrade (DPHSS) Voice over IP (VOIP) Phone System <b>Services</b> as per the following specifications	12 MOS.	\$_____	\$_____
2.0	Fax Line Services	53 EA.	\$_____	\$_____
3.0	Lease of equipment	661 EA.	\$_____	\$_____

**Bidding on:**

Manufacturer : \_\_\_\_\_

Make/Model : \_\_\_\_\_

Year : \_\_\_\_\_

Place of Origin: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_

**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.

**SPECIFICATIONS: (Scope of Work)**

**BIDDING ON OR REMARKS**

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.

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

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

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

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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. "

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<u>SPECIFICATIONS: (Continuation)</u>	<u>BIDDING ON OR REMARKS</u>
Bidder shall provide a trouble call number for problems in a 365 x 7 x 24 The Bidder shall be required to respond to any trouble calls within two (2) business hours.	<hr/>
Bidder will be allowed to use existing MDF and IDF racks at agency network locations for their network equipment.	<hr/>
In installations that are new, the bidder may be required to install new network racks, patch panels, switches, CAT6 cable drops, and UPS as required for the respective service location of the agency.	<hr/>
A new installation is defined as any agency location that will require bidder to provide new voice and data services for the respective agency operations. This can include but not limited to relocations of agency offices. NOTE: some locations may already have data circuits established and operational	<hr/>
Bidder must maintain their own UPS at any of the MDF or IDF locations for their respective network equipment for the duration of the services.	<hr/>
Bidder must provide, provision, and maintain GB POE Switches for each respective handset for the duration of the services. Configuration of the separation of voice and data must be coordinated with OTECH.	<hr/>
Bidder will be allowed to use existing network lines to each desktop for VOIP phones and should be capable of installing new CAT6 service lines for new handset services as needed for the duration of the services.	<hr/>
Bidder will be required to provide a separate patch cable to each handset. The data port on the handset must be provisioned with a minimum of 1GB.	<hr/>
Bidder must be capable of working with the respective agency to coordinate and implement the required call work flows in a prompt and timely manner.	<hr/>
Bidder must be able to train designated agency staff in call operation and administration for the duration of the services as needed.	<hr/>
Internet Services for the desktops will be administered and secured by OTECH.	<hr/>
Voice Mail (VM)/Unified Messaging Service (UMS)-Voice Mail services/UMS for DPHSS subscriber lines shall be available as required. The Voice Mail Service shall be capable of holding a minimum of 30 minutes of voice mail messages for every designated service line.	<hr/>
Bidder shall comply with Communications Assistance for Law Enforcement Act (CALEA). Reference: <a href="https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/general/communications-assistance">https://www.fcc.gov/public-safety-and-homeland-security/policy-and-licensing-division/general/communications-assistance</a>	<hr/>
Bidders <b><u>may provide</u></b> proof of a certificate of authority (COA) as a local exchange carrier (LEC) issued by the Public Utilities Commission (PUC) upon request.	<hr/>

**SPECIFICATIONS: (Continuation)**

**BIDDING ON OR REMARKS**

Bidder must provide a valid USAC SPIN. Bidder should provide pricing based on a 5 year plus operational support plan. DPHSS has no intention to own any of the equipment in this IFB.

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Bidder must provide a viable and sustainable transition plan at the end of the 5 year period to include disposal or the refreshing of the technology.

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Services provisioned by the bidder must maintain 24/7 technical support levels in the event of any service interruption. Every effort must be made to restore services. **Bidder must submit a plan with this bid response that addresses this requirement.**

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Government of Guam follows the policy of the United States Department of Homeland Security that has warned against the use of Information Technology Services and Equipment from Chinese Telecom Firms.

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It is the Government of Guam’s intention to minimize any existing services interruptions. The Bidder must submit an acceptable deployment plan that includes the smooth transition of services and the disposition and safe disposal of all obsolete handsets in a sustainable and environmentally friendly manner.

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The implementation of this project will be based on the referenced information provided in **TABLE 2 – ESTIMATED HANDSET COUNT PROFILES - DPHSS “SITE-VISIT” WALK-THROUGH (ATTACHED)**

**Project Tasks:**

1.0 Implement and configure Voice over IP (VOIP) Phone System- Hosted PBX Packages (Configuring E911, FAX, Directory, Groups).

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- 1.1 Propose Premium package line
- 1.2 Setup and Configure E911
- 1.3 Setup and Configure Analog or digital line for FAX
- 1.4 Setup and Configure Directory
- 1.5 Setup and Configure Groups
- ~~1.6 Setup and Configure Call Center as required~~

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- 1.7 Required equipment list as needed:
  - 1.7.1 UPS
  - 1.7.2 The POE, 1GB min., and Fiber are key requirements for your switch
  - 1.7.3 IP Telephone Handsets- Polycom 500 series as reference
  - 1.7.4 Provide Headsets as needed
  - 1.7.5 Router

**Amended to Delete 12/13/22**  
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2.0 Price must be Inclusive of Service/Maintenance; Installation; and Training Cost.

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**This award will be based on an “ALL OR NONE” award.**

The specifications above were prepared, reviewed and approved by the Office of Technology, Frank LG Lujan, Jr. Chief Technology Officer, and approved by: Arthur U. San Agustin, MHR, Director DPHSS