



**GVB OFFICIAL RESPONSE TO QUESTIONS and  
ADDENDUM NO. 5**

**UNIFIED COMMUNICATIONS as a SERVICE (UCaaS) SOLUTION  
GVB IFB 2023-001**

**FEBRUARY 8, 2023**

**GVB OFFICIAL RESPONSE TO QUESTIONS RECEIVED BY 3PM ON FEBRUARY 2, 2023**

From DOCOMO received January 24, 2023:

1. What is the time frame for this to be completed, once awarded?

**GVB RESPONSE:** Sixty (60) days.

2. Regarding the video conference integration, would a desktop or mobile application be acceptable for video calling?

**GVB RESPONSE:** Yes.

3. Does GVB require to own all the equipment, or can it remain the property of the vendor?

**GVB RESPONSE:** It will remain the property of the vendor.

4. Regarding failover operation, would coaxial or cellular be acceptable as a failover for fiber?

**GVB RESPONSE:** Yes.

5. If Bluetooth for mobile DECT 6.0 units is not available, would a 2.5mm wired headset be acceptable?

**GVB RESPONSE:** Yes, however, wired ear-pieces are preferred to headsets. *Overall, wireless Bluetooth capability is highly preferred.*

6. Please confirm if both the "Technical" and the "Bid Price" be submitted in the same sealed box but in a separate sealed envelope?

**GVB RESPONSE:** Refer to Items #4 (Sealed Bids) and #5 (Bid Proposal Submittal Items) found on page 7 of the Amended IFB 2023-001 (see Amendment #4) relative to instructions for submission.

7. Staff Organizational Chart – please confirm if you require the whole company organization chart. Please clarify.

**GVB RESPONSE:** Provide an organizational chart of your company to include all who will be involved in providing this service, if awarded.

8. Re Page 21, Section VII – Authorized Contact:

- a. Does this require you to be an officer of the Corporation?
- b. May the department manager that is assigned to the bid sign?

**GVB RESPONSE:** The Authorized Contact information is for GVB to know who will be the primary point of contact for this service, if awarded. With regard to 8b, refer to bottom of page 2 and Item #5 (Bid Proposal Submittal

Items) found on page 7 of the Amended IFB 2023-001 (see Amendment #4) relative to instructions for authorized signatory.

9. Cover Letter – please confirm if the person that will sign will also be required to be an officer of the Corporation.

**GVB RESPONSE:** Refer to bottom of page 2 and Item #5 (Bid Proposal Submittal Items) found on page 7 of the Amended IFB 2023-001 (see Amendment #4) relative to instructions for authorized signatory.

10. Re Page 15 Proposal – does this require to be packaged together with Pages 39-48 Bid Schedules?

**GVB RESPONSE:** Refer to Items #4 (Sealed Bids) and #5 (Bid Proposal Submittal Items) found on page 7 of the Amended IFB 2023-001 (see Amendment #4) relative to instructions for submission.

11. Please confirm Bid Bond is 15% of base annual amount and not include the option years.

**GVB RESPONSE:** Refer to Item #7 (Bid Guarantee) found on page 7 of the Amended IFB 2023-001 (see Amendment #4) relative to the 15% bid bond.

From GTA received February 3, 2023 (1:52PM):

12. Re Page 34, #5 – can you clarify what type of integration is needed? Please provide an example.

*A Unified Communications as a Service (UCaaS) Solution with full integration to IP telephony, audio/video conferencing, email, fax, instant-messaging, service desk (attendant), mobile device integration, and other communication functions.*

**GVB RESPONSE:** Examples include voicemail to email as a notification and an attached file (MP3, etc.) for playback, fax to email as an attached image file, convenient set up of forwarding to mobile device (performed by user).

13. Re Page 32, #6 – please confirm if vendor is required to provide a physical redundancy to GVBs voice gateway.

*(6) Identify security risks within the newly provided UCaaS solution and define/implement preventive measures and countermeasures to reduce vulnerabilities and system failure, including the development of a recovery plan.*

**GVB RESPONSE:** Yes. However, in the event of a failure, forwarding number to cellular mobile units may also serve as a back-up, until primary connection is restored.

14. Please advise the make and model of GVB's current phone solution.

**GVB RESPONSE:** Grandstream model GXE5024. UniPhyer Phybridge, model LB-UA2348. Grandstream GXP2100 Desktop Telephone Instruments.

15. Please provide the most current invoice for equipment and service of GVBs current phone services (to include equipment/equipment lease).

**GVB RESPONSE:** Please see AMENDMENT #5 attached.

16. Please provide a breakdown on the number of phones per location, per floor, per building, if applicable.

**GVB RESPONSE:** Please see AMENDMENT #5 attached.

17. Re Page 35, letter 'j', please provide the list of phone numbers and number of phones that require ACD feature.

*j. ACD call statistics*

**GVB RESPONSE:** The number of instruments expected to take advantage of this feature is 49. A list of the phone numbers will be provided to the winning vendor.

18. Please confirm if the vendor will be responsible for any inside wiring.

**GVB RESPONSE:** A CAT6A infrastructure exists for the telephone units. No networking will need to be performed by the vendor. However, vendor is responsible for providing connection to the internet, inclusive of any cabling/fiber optics for direct connection to vendor switches, etc.

19. Please advise if vendor will be able to utilize existing inside wiring and conduits.

**GVB RESPONSE:** Yes, vendor will be able to utilize any inside wiring or conduits that are designated and are available for use with the solution.

20. Re Page 35, #1 – please clarify if vendor can deploy 48 port switches.

**GVB RESPONSE:** Yes, vendor may implement 48-port switches, provided switches are full PoE.

21. Re Page 35, letter 'd' – please clarify embedded SIP.

*d. Embedded SIP*

**GVB RESPONSE:** The solution inclusive of instruments must be SIP-capable, in order to take advantage of SIP capabilities, i.e., integration with business productivity software suites, or multi-media inclusion within basic communication methods; for initial or future implementation.

22. Re Page 35, letter 'h' – please elaborate what ONS is.

*h. One number service (ONS)*

**GVB RESPONSE:** This item as a minimum requirement has been removed from the original SOW (refer to Amendment #4).

23. Re Page 35, letter 'k' – please clarify the paging system requirement.

*k. Emergency paging/call monitoring*

**GVB RESPONSE:** This item as a minimum requirement has been removed from the original SOW (refer to Amendment #4).

24. Re Page 37, letter 'E' – please confirm that services must be line powered and active during a power outage for a minimum of 24 hours.

*E. System must be able to support multiple analog devices with an architecture that allows for future growth. Current counts of analog lines are usage are:*

*(1) Qty 1: Alarm/Intruder Detection landline for dispatch notification*

*(2) Qty 2: Fax (646-3917, 646-8861)*

*(3) Qty 2: Misc (backup conference phones/credit card units, other)*

**GVB RESPONSE:** Yes, however, a period of eight (8) hours minimum is acceptable.

25. Please provide an example of a scenario for below.

*(7) A UCaaS solution that is secure and implements preventive measures to mitigate against vulnerabilities, i.e.*

*'eavesdropping', unauthorized interception of VoIP, IM, or other traffic. Other notable threats include Vishing (the VoIP-enabled form of phishing), DoS attacks, and platform compromise causing systems to disrupt and crash.*

**GVB RESPONSE:** This involves actions taken by bad actors in order to maliciously infiltrate the system, e.g., listening-in on conversations, using the system to infiltrate other areas of GVB operations. Solution should feature reasonable security tools and notification methods. Overall solution must offer scalable security features that progresses with system upgrades and offerings.

26. Re Bid Schedule, please confirm if total should be based on phone cost + surcharges.

GVB RESPONSE: Yes.

27. Please clarify and confirm if QTY is for 49 lines or 56 lines:

- a. Re Page 47, QTY lists 49 standard lines
- b. Re Page 45, total QTY shows 56 individual terminals/desktop units

GVB RESPONSE: 49 units will require DID capabilities, as is the current implementation. The other units, i.e., mobile DECT, do not require DID capabilities.

28. Please confirm if transport for services should be fully buried and underground.

GVB RESPONSE: Yes. However, connection, e.g., fiber 'over air' or other wireless services may serve as a redundancy.

From IT&E received February 3, 2023 (2:13PM):

29. What video resolution is GVB looking at for the video-capable telephone units?

GVB RESPONSE: 720p.

30. Delivery of voicemail to email – is this a requirement or option?

GVB RESPONSE: The delivery of voicemail to email is a requirement.

31. Support of Web conferencing (Goto, Zoom, and Google) is not a requirement on their IP desktop phones?

GVB RESPONSE: No, not at this time.

32. Fax service – Customer also expects to the provider to provide Fax converted to email?

GVB RESPONSE: Yes.

33. ONS – More information on the expectations and minimum requirements for this service. Integration (Desktop, Mobile, IP Phone).

GVB RESPONSE: This item as a minimum requirement has been removed from the original SOW (refer to Amendment #4).

34. Mobile extension – Expectations when Roaming?

GVB RESPONSE: Mobile extensions are not expected for roaming while the user is off-island.

35. Video Conferencing – Manager/Supervisor terminals Customer understands this can be limited by the support of the other end device? This also goes to question on delivery of voice mail (#30).

GVB RESPONSE: At a minimum, we expect the video-conferencing capability to exist among the Manager/Supervisor instruments (unit-to-unit). Future implementations may increase video-conference compatibility with multiple third-party systems and devices (Zoom, GoTo!, mobile phones, desktop computers, etc., on the other end outside GVB). Please refer to RESPONSE on question #30.

36. DECT Base – customer requirements and coverage area. How many DECT handset per Base unit?

GVB RESPONSE: 1 DECT unit is expected per base-unit. Immediate coverage area required for one base unit is 300 hundred feet. However, handsets must be able to take advantage of the other DECT bases throughout the building/coverage area, i.e., extended zones enabling seamless handover of active calls while roaming the property.

37. ACD – More information is expected to be provided in the statistic reporting and functionality. Is this a requirement or optional feature?

GVB RESPONSE: This is a requirement.

38. Emergency paging/call monitoring - expectations

GVB RESPONSE: This item as a minimum requirement has been removed from the original SOW (refer to Amendment #4).

39. Redundant links – Would diverse entry and exit be provided?

GVB RESPONSE: Diversity in data entry and exit is not fully required, but may be explored. However, redundancy realized through various means is expected. *Please refer to responses for questions #4, 13, 28, 40.*

40. Failover Wan links - Is this described as dual internet connections either from a similar ISP with 2 diverse connections or two different ISPs?

GVB RESPONSE: Same ISP with 2 separate connections as needed.

41. Active/standby or active/active firewalls (load balancing is what this is sometimes referenced as). Please note that this option requires 2 appliances.

GVB RESPONSE: Yes, noted.

42. Re design: Is chaining the switches (connecting switch to switch prior to firewall) something they would be ok with, or would they prefer they require bidders to have a core switch that all switches connect to prior to connecting to the firewall be the better design.

GVB RESPONSE: The better design, best-practice is preferred, as recommended by the vendor. The necessary equipment in order to achieve this design is the responsibility of the winning vendor, and will remain the property of the vendor for the duration of the contract.

From PDS received February 3, 2023 (2:58PM):

43. Regarding the Local Telecommunications services to be provided, please confirm that bidders should provide copies of Guam Public Utilities Commission Certificate of Authority (COA) to confirm qualifications to provide these services as required by the Guam Telecom Act?

GVB RESPONSE: Bidders are not required to provide copies of the COA. However, bidders may submit copies of their COA should they desire to do so. Furthermore, GVB expects that the successful bidder complies with all local and federal government laws, rules, and regulations.

44. The Office of the Attorney General has revised the AFFIDAVIT DISCLOSING OWNERSHIP and COMMISSIONS Form. Are prospective bidders still to use the form in the bid packet?

GVB RESPONSE: Please use the forms provided in the IFB packet for this submission.

45. How will GVB determine the lowest and most responsive, responsible bidder?

GVB RESPONSE: This contract will be awarded to the lowest responsible and responsive bidder pursuant to the Guam Procurement Laws of Guam found in 5GCA §5211 Competitive Sealed Bidding, (g) Award; and 2GAR, Div. 4, §3109 Competitive Sealed Bidding, (n) Bid Evaluation and Award.

ADDENDUM NO. 5

UNIFIED COMMUNICATIONS as a SERVICE (UCaaS) SOLUTION  
GVB IFB 2023-001

February 8, 2023

THIS ADDENDUM SHALL FORM A PART OF THE CONTRACT DOCUMENTS.

FAILURE BY ANY BIDDER TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM IN THIS BID SHALL BE GROUNDS FOR DISQUALIFICATION.

The Guam Visitors Bureau advises that Amendment No. 5 is issued to provide the attached exhibits in response to questions 15 and 16 as part of GVBs Official Response:

15. Please provide the most recent invoice for equipment and service of GVBs current phone services (to include equipment/equipment lease).

SEE ATTACHED EXHIBIT 1 –PDS December 2022 invoice

16. Please provide a breakdown on the number of phones per location, per floor, per building, if applicable.

SEE ATTACHED EXHIBIT 2 – GVB South Side  
SEE ATTACHED EXHIBIT 3 – North Side

  
CARL T. C. GUTIERREZ  
President and CEO

Please sign and include in the bid submission as proof of acceptance of the Questions & Responses and Amendment No. 5.

Acknowledged by:

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# PDS Pacific Data Systems

121 Robat St. Suite 101  
Maite, GU 96910  
Tel: (671) 300-0200 Fax: (671) 300-0265  
Email: pds\_billing@pdsguam.com

*\*DEC 2022*

## Invoice

Date	Invoice #
12/1/2022	230638

Bill To
Guam Visitors Bureau 401 Pale San Vitores Rd. Tumon, GU 96913 Attention: Annabelle

Ship To
Guam Visitors Bureau 401 Pale San Vitores Tumon, GU 96913

P.O. Number	Terms	Rep	Due Date	Ship Via	Reference	Location
P23044	Net 30	FPA	12/31/2022		SOF2017-057	TUMON

Quantity	Item Code	Description	Price Each	Amount
		REF: GVB IFB 2013-001 FY16 EXT		
		MONTHLY RECURRING CHARGE - <u>DECEMBER 2022</u>		
36	LE Services	TELEPHONE SERVICES (BID) PHONE LINES W/GXP 2100 PBX CID: 113-4443   DN: 300-7321	35.00	1,260.00
5	LE Services	TELEPHONE SERVICES (BID) POTS LINES CID: 113-4444   DN: 300-7253 CID: 113-4444   DN: 300-7254 CID: 113-4445   DN: 646-8861 CID: 113-4445   DN: 646-3917 CID: 112-2946   DN: 300-7797	35.00	175.00
	Discount LE Ser...	DISCOUNT - GOV'T DISC	-590.65	-590.65
41	911 Fee (Rev)	911 Fee	1.00	41.00
41	SLC - Multi	Subscriber Line Charge - Multi Lines/Trunks	9.00	369.00
41	ARC - Multi	Access Recovery Charge - Multi Lines/Trunks	2.50	102.50
41	USF Fee (Rev)	USF Fee	2.60	106.60
41	TAX-COGS	Surcharges	1.02969	42.22

I CERTIFIED THAT THE ABOVE BILL IS JUST AND  
CORRECT THAT PAYMENT THEREFORE HAS NOT  
BEEN RECEIVED  
Pacific Data Systems  
BY: *[Signature]*

Past Due Invoices are subject to applicable late fees and interest at 1.5% per month on all balances due including any prior period assessments.	<b>Total</b>	\$1,505.67
--	--------------	------------

*[Signature]*  
PDS REPRESENTATIVE

*[Signature]* AET -  
CUSTOMER REPRESENTATIVE PRINT & SIGN DATE

Please note there have been changes to the surcharges.  
Kindly see the Billing Terms & Conditions noted on the second page.



**GUAM VISITORS BUREAU**  
**LAN - NORTH**

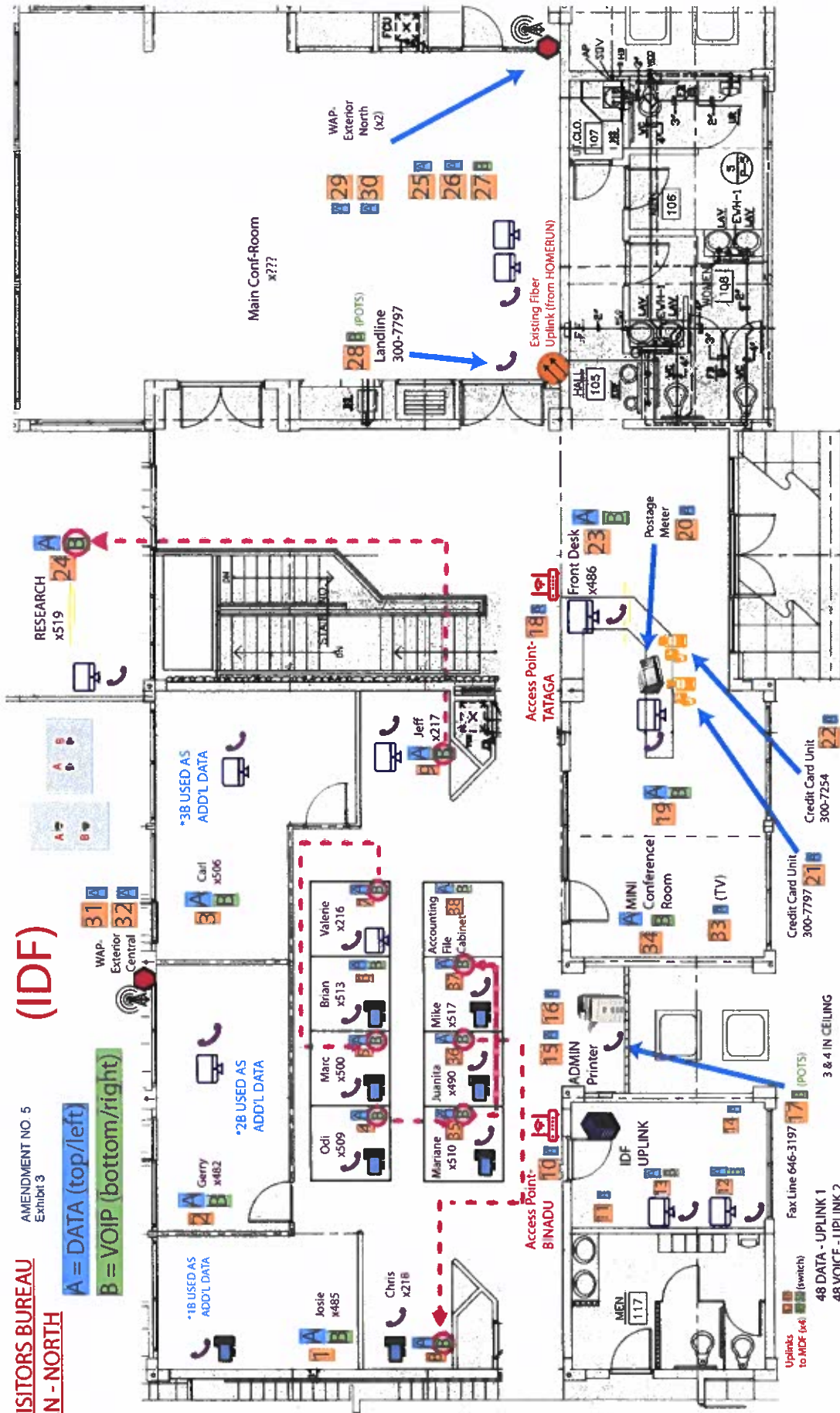
AMENDMENT NO. 5  
 Exhibit 3

**(IDF)**

**A = DATA (top/left)**

**B = VOIP (bottom/right)**

4B to 35B  
 7B to 5B  
 36B to 8B  
 9B to 24B



**GUAM VISITORS BUREAU**  
**LAN/VOIP - SOUTH**

**(MDF)**

AMENDMENT NO. 5  
 Exhibit 2

A = DATA (top/left)

B = VOIP (bottom/right)

