



ADDENDUM NO. 6

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

FEBRUARY 14, 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.
PLEASE ENSURE THAT ALL ADDENDA ARE SIGNED AND INCLUDED IN YOUR FINAL BID SUBMISSION.

**GVB OFFICIAL RESPONSE TO ADDITIONAL QUESTIONS RECEIVED RELATIVE TO GVB
RESPONSES TO QUESTIONS AND ADDENDUM NO. 5 DATED FEBRUARY 8, 2023:**

The Guam Visitors Bureau advises that Amendment No. 6 is issued to provide an official response to additional questions received that are pertinent to this procurement.

From GTA received February 13, 2023:

1. In Reference to GVB Responses to Questions for Item #25 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 action 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.”

Please clarify if physical security falls under responsibility of GVB.

GVB RESPONSE: Yes. GVB will maintain physical security for related networking and telephone hardware from within the headquarters.

2. Please confirm how many Desktop Handsets and Cordless Phones.

GVB RESPONSE: 47 desktop Instruments and 6 mobile (DECT) units.

3. In Reference to GVB Response to Questions on Item #32:

“Fax Service – Customer also expects to the provider to provide Fax converted to email.

GVB RESPONSE: Yes.”

Will GVB be responsible for the device that converts Fax to email?

GVB RESPONSE: Yes. GVB will work with its current fax/copier vendor on the existing devices.

4. In reference to GVB Response to Questions on Item 36 below:

“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 ft. 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.”

Please clarify if 300 ft requirement is specific to Bluetooth headset.

GVB RESPONSE: The 300 ft. requirement relates to the mobile DECT (handheld) unit itself, not the Bluetooth.

5. In Reference to GVB Responses to Questions on Item #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.”

A. Please clarify “ACD Call Statistic” requirement on Letter X (Page 40) on Original BID document; and

B. May we get the number of phone lines that will be part of the ACD?

GVB RESPONSE: A. ACD Call Statistics will provide the Bureau with stats on incoming calls that are automatically routed to specific relevant departments (which staff member, how long calls were active, time stamps and other relevant statistical data related to the call).

B. All active lines with DID (quantity 46) should be on the list for ACD and ACD stats capability.


CARL T. C. GUTIERREZ
President and CEO

Please sign and include in the bid submission as proof of acceptance of Amendment No. 6.

Acknowledged by:

Printed Name

Company Name

Signature

Date