



INVITATION FOR BID (IFB) No.: IFB NO. PAG-003-23

VOIP Telephone System for the Port Authority of Guam

November 16, 2022

ADDENDUM NO. 1

This addendum shall form a part of the IFB Documents.

NOTICE TO OFFERORS: The IFB referenced above is hereby amended to include the following as part of IFB documents:

1. **Questions and Responses**
2. **Amendment 3**
3. **Pre-bid Conference Attendance**
4. **Pre-bid Conference Agenda on October 25, 2022 at 10:00am**

**RORY J. RESPICIO
GENERAL MANAGER**

ACKNOWLEDGMENT

COMPANY: _____

NAME: _____

SIGNATURE: _____

DATE/TIME: _____

Questions and Responses

November 14, 2022

Question received via e-mail on October 31, 2022 by GTA at 2:23 PM

Q1: Will Port Authority of Guam accept an Off-Premise, fully managed UC Hosted VoIP solution?

Response: If the phone set requires login on the server, then it should be on-prem, only so that it can be utilize for internal or extension calling.

Q2: Is the Port Authority of Guam open to PRI to SUP Trunk failover?

Response: We are ok with hybrid

Q3: What is the Port Authority of Guam's current UC System (Server an Specs)?

Response: ESI-100 Business Phone System

Q4: Please provide the most updated invoices for PAG's current UC System.

Response: See Amendment 3

Q5: For the Daily Backup of Voice Messages and System Files

- a. For how long?
- b. How many Voice Messages per user?
- c. Can GTA provide a shared Storage Space for all the Voice Messages of all the users?

Response:

- a. 30 days
- b. 20
- c. Yes

Q6: Specifications > VoIP PBX System Feature and Requirements:

- a. Information states that it should support 185 users with expansion of up to 200 users but the 48-Port Switch (4 each) requirement would only accommodate 192 users (48 *4). Is there an amendment needed in the number of Access Switches?
 - b. Will the pricing worksheet be updated to include an option for additional per line charge?
-

- c. Will the pricing worksheet be updated to include an option for additional per phone instrument charge?
- d. In the event, the vendor is responsible to inside wiring (IW), please advise if the pricing worksheet will be updated with a per IW charge.
- e. Please confirm if PAG would like the vendor to install new CAT6 inside wiring for all 185 users.
- f. If the vendor is not responsible for installation of new IW, please confirm that the vendor can utilize existing wiring.

- Response:
- a. See Amendment 3
 - b. See Amendment 3
 - c. See Amendment 3
 - d. See Amendment 3
 - e. Yes
 - f. Vendor can only use the spare fiber optics cables and must use their own equipment for the system

Q7: If existing wiring can be used, please advise what kind of wiring is available (ex: CAT3, CAT5, CAT6)

- a. Please advise if vendor can utilize existing Racks, and if there is enough space to accommodate vendor's equipment.
 - b. If existing racks are not available for use, will vendors need to provide the racks.
 - c. Please confirm If PAG requires transport to be fully underground and protected.
 - d. Please confirm if vendor must have a carrier grade phone transport equipment.
-

- e. Please confirm if vendors must provide routers and UPS and if vendor must provider managed router and managed UPS services.
- f. Please advise if vendor must provide a failover POTS failover solution?

Response:

- a. No
- b. Yes
- c. Yes
- d. Yes
- e. Yes
- f. Yes

Q8: Specifications > Phone Service Features available to all Phones/Handset Users:

Support for Automatic Call Distribution via Hunt Group.

- a. How many main lines will be requiring support for automatic call distribution?

Response: Please provide clarification to question

Q9: Specifications> Phone Service Features available to all Phones/ Handset Users: On-Demand call recording

- a. How many phone numbers are required to have call recording?

Response: The Port would like to keep this option open

- b. How long do you require to store the call recordings (1year, 3 years, 5 years, 7 years)?

Response: The Port would like to keep this option open

Q10: Specifications>Battery Back-Ups:

- a. How many KVA is required?

Response: Battery backup size is based on the offered system requirement.

Q11: Please confirm that PAG has 3 locations

- a. (1) HQ and (4) Surrounding Buildings, Response: There are more than 3 locations, Port Command Center, Operations Building, Pedestrian Gate, Main Gate, Lower Tower, Gate House, CFS Building. High Tower, Warehouse 1, EQMR, Welders, Old Horizon Bldg., and Former Board Room
 - b. (1) Annex
-

c. (1) satellite location in Hagatna, Response: (2) Marinas in Hagatna and Agat

Q12: Are there more than one building in each location, are they interconnected?

a. If the buildings are interconnected, please advise if vendor can use existing conduits. Response: Yes, if they are interconnected.

Q13: How many phones per room, per floor, and per building to determine how many switches needed? Response: See Amendment 3

Q14: Please provide a copy of PAG's existing Network Topology. Response: See Amendment 3

Q15: Will PAG amend the IFB to specifically state that vendor racks must be separated from PAG's existing racks? Response: See Amendment 3

Q16: Will PAG amend the IFB to specifically state that the vendor is unable to use PAG's existing network equipment, except for the fiber connection? Response: See Amendment 3

Q17: Are internal conduits required for all inside wirings? If so, will PAG responsible for providing the internal conduits? Response: No, vendor shall be responsible for meeting building code.

Question received via e-mail on November 4, 2022 by PDS at 4:07 PM

Q18: Please provide a listing of all of the existing telephone numbers to move to the new system?

Response: See Amendment 3

Q19: Regarding the Local Telecommunications services to 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?

Response: See Amendment 3

Q20: Due to the COVID-19 pandemic effects on equipment, materials and supplies, as well as shipping & logistical delays, the current IFB delivery requirement of 30 days is not realistic for ordering and delivery of equipment. PDS requests that the delivery requirement be amended to indicate a 60-day delivery of equipment from PAG's issuance of the applicable Purchase Order

Response: See Amendment 3

Q21: Based on the site surveys just conducted for this Procurement, an installation requirement of 30 days is not realistic to perform the required site preparations for the new system. PDS requests that the installation timeline be amended to 90 days to account for work that will be required to install the proposed system.

Response: See Amendment 3

Q22: Please provide building diagrams that identify Main and Intermediate Distribution Frame locations (MDF & IDF) and telephone instrument locations for all PAG offices and buildings.

Response: See Amendment 3

Q23: Reference Page 31 of the IFB, 2x PRI circuits are specified for the main voice trunks into the new PAG VoIP system. PDS recommends that the IFB be amended to allow either PRI circuits or SIP Trunks for this purpose. SIP Trunks are specifically designed for VoIP systems and represent the latest Digital Voice transmission technology available.

Response: PAG Prefers a Hybrid System, such that if SIP Trunks don't work system can be switched to PRI.

Q24: Reference Page 31 of the IFB, a Microsoft server is specified, please advise if other server configurations are acceptable since many VoIP systems today use open-source server configurations or VMware and are not limited to only Microsoft server configurations

Response: Other server configurations are acceptable provided that it would be supported by the vendor over the duration of the contract.

Q25: Will the selected vendor be able to utilize available PAG fiber optic cable strands of the existing fiber network that is installed throughout the PAG Cabras compound? If so, please provide a network map showing the layout of the existing fiber connectivity in the PAG Cabras compound.

Response: See Amendment 3 for Fiber layout

Q26: PDS requests that the bid turn in date be amended to allow for a reasonable amount of time after PAG provides its responses to bidder's questions and concerns for vendors to review the responses and prepare their bid submissions.

Response: See Amendment 3

Question received by PDS via e-mail on November 4, 2022 by IT&E at 3:44 PM

Q27: Can PAG provide a list of every building that has spare fiber that can be used?

Response: Yes

Q28: Can PAG provide a diagram of the fiber ring?

Response: Yes, see Amendment 3

Q29: Regarding the cabling for the phones, is there a specific requirement that we must comply with when doing ethernet cabling for the VoIP phones? Like (a) using conduit, (b) using plastic molding instead of conduit or (c) running the cables exposed but secured from the ceiling down the wall?

Response: Must comply to Guam Building Code in meeting standards for installing Ethernet cables.

Q30: Are we free to use any existing rack/cabinet space for our equipment? If so, In the event we must provide our own cabinet due to no space being available in the existing and there are no extra outlets to be used, would we have to provide power there or would the port be providing the power?

Response: No, successful bidder shall not be allowed to use existing rack/cabinet. Yes, the Port will provide power where it may be needed.

Q31: Will PAG be open to accept SIP Trunks instead of PRI?

Response: PAG is okay with using hybrid

Q32: Will PAG need a direct connection form the Annex/ Safety building to the Administration office?

Response: Yes

Q33: Request for PDF copy of the Utilities Plan for the entirety of PAG. Response: See Amendment 3

Q34: Request for copy of property map. Response: See Amendment 3

Q35: If awarded to IT&E, will PAG be assisting in expediting the DPW permits that are required during the project implementation? Response: No

Q36: If awarded, is it 30 days for our equipment to come in then 30 days to complete the install? Response: See Amendment 3

Q37: If awarded to IT&E, with the delivery deadline of 30 days, will PAG be considering an extension on this deadline due to covid shipping conditions, availability and build?

Response: See Amendment 3

AMENDMENT NO. 3

DATE: November 16, 2022

**INVITATION FOR BID No. PAG-003-23
VOIP Telephone System for the Port Authority of Guam**

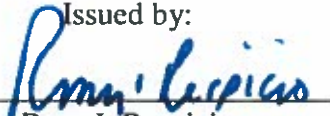
NOTICE TO OFFERORS: The IFB documents of the above referenced project are hereby amended to include the following as part of IFB documents:

1. Amend to change bid submittal to read from Monday November 21, 2022 at 2:00 PM to now read: Wednesday November 23, 2022 at 2:00 PM.
2. Amend to include copy of existing invoice as Exhibit 1
3. Amend to include PAG Map with Phone Locations and Current Phone Listing
4. Amend replace pages 31 of 37 through 37 of 37 with Revised 11/16/2022 pages 31 of 37 through Revised 11/16/2022 pages 37 of 37
5. Amend to include: link to access PAG Utility Layout:

<https://www.dropbox.com/s/agk8s4er2iwohjb/PAG%20Utility%20layout.pdf?dl=0>

***** END OF AMENDMENT NO. 3, ALL OTHERS REMAIN THE SAME *****

Issued by:



Rory J. Respicio
General Manager

NAME OF PROPOSER: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____

DATE/ TIME: _____



PTI PACIFICA INC.
DBA IT&E
P.O. BOX 24881
BARRIGADA GU 969214881

IFB_PAG_003-23
EXHIBIT 1

Remittance Section

Account Number	284394
Invoice Number	13849396
Billed Date	11/01/2022
Payment Due Date	11/15/2022
Total Due	\$3,600.00
Amount Enclosed	\$ _____

Address Service Requested

PORT AUTHORITY OF GUAM
1026 CABRAS HWY STE 201
PITI GU 96915-5609

Please make checks payable to **IT&E**

Check here for change of Billing Records or AutoPay

PTI PACIFICA INC.
DBA IT&E
P.O. BOX 24881
BARRIGADA, GU 969214881

Keep lower portion for your records. Please return upper portion with your payment for faster processing.

Saipan Office	Guam Office
PO Box 500437	PO Box 24881
Saipan MP 96950	Barrigada GU 96921-4881
Tel. No. (670) 682-4ITE (4483)	Tel. No. (671) 922-4ITE(4483)
Fax. No. (670) 234-8574	

Account Information

Account Number	284394
Billed Date	11/01/2022
Payment Due Date	11/15/2022

Summary of Charges

Previous Balance	3,600.00
Payment	-1,800.00
Adjustment	0.00
Monthly Charges	1,800.00
Usage Charges	0.00
Discount	0.00
Other Charges	0.00
Finance Charges	0.00
USF Charges	0.00
TOTAL AMOUNT DUE	\$3,600.00

Payments made after 11/30/2022, will not appear on next month's bill

Important Information

Lower your monthly internet or phone bill with a \$30 per month discount under the Affordable Connectivity Program (ACP). Households are eligible based on income or participation in other government benefit programs. Visit ite.net to see if you are qualified and learn how to apply.

SUSPENSION DATE: Tuesday, November 22, 2022

Important Messages

REFER FRIENDS & EVERYONE GETS A DEAL!

YOU GET
\$25 Credit toward your monthly plan.

THEY GET
BONUS DATA on any Postpaid Plan for 2 months OR \$20 Credit with **FFAM**

ite.net | iteguar | itecomms
Terms and conditions apply. Offer valid starting 11/01/2022. Unique referral code required upon a friend's first service. Subject to credit check. Visit refer.ite.net for your unique referral code. See store for more details.

IT&E
MAGIC POINTS

Change of Billing Information

Please provide your new address/information and return this portion with your payment. Your records will be updated on request.

Effective Date: _____

Account Name: _____

New Address: _____

GO PAPERLESS. Do not send me paper bill. Send all billing notifications to my email address: _____

REQUEST FOR GROUP BILLING. Please bill this account with my other

Phone #: _____

AUTO PAY:

We accept the following credit cards for payment:



Credit Card Number: _____ Expiration Date: _____

Effective Date: _____ Amount Authorized: _____

Cardholder Name: _____ Signature: _____

Termination of AutoPay

Effective Date: _____ Signature: _____

We accept payments through checking account:

Bank Name: _____

Routing Number: _____ Checking Acct #: _____

Account Name: _____

Amount Authorized: _____

Full Balance: \$ _____ Do Not Exceed: \$ _____

(I will be responsible for any remaining balances.)



DBA IT&E
P.O. BOX 24881
SAIKOOKADA, GU 98214881

Address Service Requested

4434888881 PRESTO! Numbers
BILLING SAMPLE
ADDRESS
CITY, STATE ZIP CODE

Remittance Section

1 Account Number: 000000000000
Invoice Number: 6370481

2 Billed Date: 08/31/2019
Payment Due Date: 09/15/2019

3 Total Due: 3-777.56
Amount Enclosed: 0

Please make checks payable to IT&E
 Check here for change of Billing Remittance or AutoPay

4 PTI PACIFICA INC.
DBA IT&E
P.O. BOX 24881
SAIKOOKADA, GU 98214881

Keep lower portion for your records. Please return upper portion with your payment for faster processing.

<p>Eastern Office PO Box 24881 Same as P.O. Box Tel. No. (878) 623-4172 (4433) Fax. No. (878) 234-8274</p>	<p>Guam Office PO Box 24881 Saipoon GU 98214881 Tel. No. (878) 623-4172 (4433) Tel. No. (878) 623-4172 (4433)</p>
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Important Messages

Ready to be rewarded?

Sign up for PACIFICPOINTS 10222

Redeem points for airfare or on your IT&E US and more.

500 PACIFICPOINTS

Account Information

1 Account Number: 000000000000
Billed Date: 08/31/2019
2 Payment Due Date: 09/15/2019

Summary of Charges

3 Previous Balance	-777.56
4 Payment	0.00
5 Adjustment	0.00
6 Monthly Charges	0.00
Usage Charges	0.00
Discount	0.00
Other Charges	0.00
Finance Charges	0.00
USF Charges	0.00
10 TOTAL AMOUNT DUE	3-777.56

Payments made after 08/30/2019, will not appear on next month's bill.

Important Information

USF Charges: 2013 1st Qtr: 16.10% USF is applied to Long Distance charges while 5.97% USF is applied to Wireless Charges.

The Samsung Galaxy Note II is here! Come to IT&E and find out how you can the latest and largest Android smartphone for as low as \$499!

HOW TO READ YOUR INVOICE

- 1 **Account Number** - This is your billing number. It will be helpful to have this number when calling Customer Service.
- 2 **Payment Due Date** - Bill must be paid on or before the 15th of the month. If the 15th falls on a weekend or holiday, payment is due on the next working business day.
- 3 **Amount Enclosed** - Please indicate the payment amount included with your remittance.
- 4 **Remittance Address** - Send your payment to this address with your remittance slip.
- 5 **Summary of Charges** - Information pertaining to your invoice.
- 6 **Previous Balance** - Balance left over from previous statement which is immediately payable.
- 7 **Payment** - The amount received and the date of the payment.
- 8 **Monthly Charges/Fees** - The total of this month's current activities (local services, fees, other charges).
- 9 **USF Charges** - Total taxes that have been applied to your bill. *The Federal Universal Service Charge (FUSC) surcharge factor recovers the cost associated with PTI/IT&E's contribution to the Universal Service Fund program.
- 10 **Total Amount Due** - Current charges plus unpaid prior bill charges.

PAYMENT LOCATIONS:

CNMI:
All IT&E locations. All Saipan Shell Gas Stations (Cash & Credit Card Only), Bank of Guam, Bank of Hawaii, First Hawaiian Bank.
Guam:
All IT&E Locations and the following financial institutions: Bank of Guam, First Hawaiian Bank and Bank of Hawaii.
Online:
Visit store.itae.net/onlinebilling. View statement and make payments online with your credit card, debit card or checking account.

LATE PAYMENT:

Late fees apply if the full balance is not paid on or before the 15th of the month. For residential accounts, a \$10 finance charge will be assessed if payment is not made by the due date. For commercial accounts, a finance charge of one and one-half percent (1.5%) will be assessed on the outstanding balance. If payment is not received by the original due date, the account is subject to temporary disconnection. When service is temporarily disconnected, the full amount due must be paid prior to reconnection and a \$25 reconnection fee will apply. Accounts that remain unpaid after the temporary disconnection period are subject to permanent disconnection at the end of the month.

BILL INVESTIGATION:

All bills rendered by IT&E are assumed correct unless the customer initiates a request for an investigation of a bill within 30 days of presentation. Payment of a bill denotes acceptance of all charges. Charges for interstate and international message toll, cellular, and internet services appear on your bill on behalf of PTI Pacifica Inc.
SERVICE CHARGE FOR RETURNED CHECKS:
A \$50 fee will be charged for check payments returned or rejected ACH for non-sufficient funds (NSF) or any other reasons. Check writing privileges or using/enrolling IT&E accounts to ACH will be suspended for 6 months from the date of the returned check/rejected ACH.

GUAM
Page 2 of 4



Account Name:
 Account Number:
 Billed Date:
 Invoice Number:

PORT AUTHORITY OF GUAM
 284394
 11/01/2022
 13849396

Service Agreement Summary

Service Agreement	Plan Charge	Additional	Airtime	Toll/Other	Roaming	Data	Message	Discounts	Taxes	Total
6710270009	\$1,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,800.00
TOTAL	\$1,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,800.00

Financials

Payments

Date	Description	Type	Amount
10/13/2022	WRPMT	WIRE TRANSFE R-GU	1,800.00
Total			1,800.00

Wireline Service Charges

(671) 027-0009

Monthly Charges

Description	From Date - To Date	Qty	Amount
IT Managed Services	11/01/22 - 11/30/22	1	1,800.00
Total			1,800.00

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HAGATNA MARINA
1 EXT

AGAT MARINA
1 EXT

ELECTRICAL 1
PREVENT 1
CRANE 1

HIGH TOWER
3 EXTS

CFS WAREHOUSE
WHSE 5
TRANS 5
STEV 8
TOTAL 18

WELDERS
2 EXTS

EQMR 1
14
SUPPLY 5
FACILITY 4

OPERATIONS BUILDING
1st Floor 1
2nd Floor 7
TOTAL 11

PEDESTRIAN GATE
1 EXT

GATE HOUSE
2 EXTS
* 3 POTS

LOWER TOWER
2 EXTS

PORT COMMAND CENTER
1 POTS
14 EXTS

PORT ADMIN BLDG
1st Floor 5
2nd Floor 4
3rd Floor 2
TOTAL 11

OLD HORIZON BLDG
TRAINING RM
1 EXT

BATH ROOM

MAINT. LOUNGE
1 EXT

ANNEX AREA A
ENGINEERING 1
SAFETY 8
TOTAL 11

MAIN GATE
1 EXT

* 3 POTS for fire alarm dialer

PORT ADMINISTRATION BUILDING (CONT'D)

POTS	EXTS	Number	Location	Name	Location
			ELECTRICAL		
	1		Electrical Engine Room		1st Floor, Admin. Bldg.
			FINANCE		
	1		Tariff Supv.	Jenny Leon Guerrero	1st Floor, Admin. Bldg.
	1		Tariff Technician	Ellaine Santayana	1st Floor, Admin. Bldg.
	1		Tariff Technician	Ashley Emsley	1st Floor, Admin. Bldg.
TOTAL	5	40	1st Floor, Admin. Bldg.		

POTS	EXTS	Number	Location	Name	Location
			GM'S OFFICE		
	1		General Manager	Rory J. Respicio	2nd Floor, Admin. Bldg.
	1		Program Coordinator II	Betty Wusstig-Perez	2nd Floor, Admin. Bldg.
	1		Mgmt/Program Analysis Officer	Marge Duenas	2nd Floor, Admin. Bldg.
	1		Port Staff Attorney	Christine Claveria	2nd Floor, Admin. Bldg.
	1		Admin. Asst., Staff Attorney	Kiana Santos	2nd Floor, Admin. Bldg.
	1		Program Coordinator II	Jennifer Barcinas	2nd Floor, Admin. Bldg.
1		477-4445	GM's Fax		2nd Floor, Admin. Bldg.
			DEPUTY GM'S OFFICE		
	1		Deputy GM, Operations & Maintenance	Dominic Muna	2nd Floor, Admin. Bldg.
	1		Deputy GM, Admin. & Finance	Louie Baza	2nd Floor, Admin. Bldg.
			CORPORATE SERVICES		
	1		Corporate Services Manager	Vivian Leon	2nd Floor, Admin. Bldg.
			STRATEGIC PLANNING		
	1		Chief Planner	Joe Javellana	2nd Floor, Admin. Bldg.
	1		Planner IV	Dora Perez	2nd Floor, Admin. Bldg.
	1		Planner II	Chris Aguon	2nd Floor, Admin. Bldg.
	1		Planner II	Brenda Atalig	2nd Floor, Admin. Bldg.
	1		Planner II	Jared Perez	2nd Floor, Admin. Bldg.
	1		Planner IV	Donna Lizama-Acosta	2nd Floor, Admin. Bldg.
			MARKETING		
	1		Marketing Administrator	Bernadette Meno	2nd Floor, Admin. Bldg.
	1		Program Coord. IV	Josette Javelosa	2nd Floor, Admin. Bldg.
	1		Program Coord. II	Jessi Santos-Torres	2nd Floor, Admin. Bldg.
			GENERAL ADMINISTRATION		
	1		Admin. Svcs. Officer	Annette Mafnas	2nd Floor, Admin. Bldg.
	1		Clerk III	Jeannie Martinez	2nd Floor, Admin. Bldg.
	1		Prog. Coord. II,	Ronald Ayuyu	2nd Floor, Admin. Bldg.
	1		Special Project Coord.	Angie Aflague	2nd Floor, Admin. Bldg.
	1		Clerk III	Troy Patterson	2nd Floor, Admin. Bldg.
1		477-5537	Direct Line		
1		477-2689	General Admin. Fax		2nd Floor, Admin. Bldg.

OPERATIONS BUILDING (CONT'D)

POTS	EXTS	Number	Location	Name	Location
			STEVEDORING		
	1		Planner Work Coordinator	Corrina Quinata	1st Floor, Port Police Bldg.
			TRANSPORTATION		
	1		Transportation Superintendent	Ray Santos	1st Floor, Port Police Bldg.
	1		Program Coordinator II	Jacque Cruz	1st Floor, Port Police Bldg.
	1		Admin. Asst.	Stephanie Cordero	1st Floor, Port Police Bldg.
			TERMINAL		
	1		Programmer Analyst	Anthony Yatar	1st Floor, Admin. Bldg.
	1		Planner III	Juan Borja	2nd Floor, Port Police Bldg.
	1		Terminal Supt.	Joe Ulloa	2nd Floor, Port Police Bldg.
	1		Planner Work Coord.	Rhoda Casupang	2nd Floor, Port Police Bldg.
TOTAL	1	10	Operations Building		

PEDESTRIAN GATE

POTS	EXTS	Number	Location	Name	Location
	1		Port Police Pedestrian Gate		Pedestrian Gate
TOTAL	1		Pedestrian Gate		

FORMER BOARD ROOM

POTS	EXTS	Number	Location	Name	Location
(ECT LINE TO EXT.)	1		Grounds Maintenance Lounge		Former Board Rm.
TOTAL	1		Former Board Room		

MAIN GATE

POTS	EXTS	Number	Location	Name	Location
	1		Port Police Main Gate		Main Gate
TOTAL	1		Main Gate		

CFS WAREHOUSE

POTS	EXTS	Number	Location	Name	Location
			OPERATIONS/TERMINAL		
	1		Operations Manager	Glenn Nelson	CFS
	1		Environmental Specialist	Paul Santos	CFS
	1		Riggers		CFS
	1		Warehouse		CFS
	1		Warehouse		CFS
POTS	EXTS	Number	Location	Name	Location
			STEVEDORING		
	1		Stev. Supt.		CFS
	1		Planner Work Coordinator	Paul Tedtaotao	CFS
	1		Stev. Supv. II	Junior Topasna	CFS
	1		Stev. Supv. II	Robert Meeks	CFS
	1		Stev. Supv. I	Reed Topasna	CFS
	1		Stev. Supv. I	Walter Santos	CFS
	1		Stev. Supv. I	Jesse Quinata	CFS
	1		Stev. Supv. I	Quirino Cabe	CFS

EQMR WAREHOUSE

POTS	EXTS	Number	Location	Name	Location
EQUIPMENT MAINTENANCE					
	1		Maint. Mgr.		Maint. Whse.
	1		Mgr., Equip. Support Svcs.	Shine San Agustin	Maint. Whse.
	1		Mgr., Equip. Support Svcs.	Kin Pangelinan	Maint. Whse.
	1		Facilities Maint. Supt.	Alex Aflague	Maint. Whse.
	1		Maintenance Planner	Evelyn Pangelinan	Maint. Whse.
	1		Maint. Planner	Shannon Quenga	Maint. Whse.
	1		Admin. Asst., Maint.	Julie Siatan	Maint. Whse.
	1		Planner-Work Coordinator	Maria Llanes	Maint. Whse.
	1		Admin. Asst., Maint.	Noreen Babauta	Maint. Whse.
	1		Prev. Maint. Mech. Supv.		Maint. Whse.
	1		Prev. Maint. Mech. Leaders	Chris Datuin/George Piolo	Maint. Whse.
	1		Fleet Maint. Mech. Leader	Bill Hudson	Maint. Whse.
	1		Fleet Maint. Mech. Supv.	John Leon Guerrero	Maint. Whse.
	1		Supply Technician		Maint. Whse.
1		477-2357	Maintenance Fax		Maint. Whse.
SUPPLY					
	1		Inventory Management Administrator	Annie Sablan	Supply Whse.
	1		Supply Supervisor	Pete Castro	Supply Whse.
	1		Supply Technician	Nikki Diaz	Supply Whse.
	1		Clerk III	Joe Cruz	Supply Whse.
	1		Supply Technician	Dale Alvarez	Supply Whse.
FACILITY MAINTENANCE					
	1		Bldg. Maint. Supv.	Vester Lagaras	Fac. Maint. Whse.
	1		Bldg. Maint. Leader	Luis Diaz	Fac. Maint. Whse.
	1		Bldg. Maint. Leader	Dave Taitano	Fac. Maint. Whse.
	1		Fac. Maint. Lounge		Fac. Maint. Whse.
TOTAL	1	23	EQMR Warehouse		

WELDER SHOP

POTS	EXTS	Number	Location	Name	Location
WELDER SHOP					
	1		Former Welder Supv.		Welder Shop
	1		Welder Leader		Welder Shop
	1		Welder Lounge		Welder Shop
TOTAL	3		Welder Shop		

POTS	EXTS	Number	Location	Name	Location
AGAT MARINA					
	1		Agat Marina		Agat Marina
TOTAL	1		Agat Marina		

POTS	EXTS	Number	Location	Name	Location
HAGATNA MARINA					
	1		Hagatna Marina Direct		Hagatna Marina
TOTAL	1		Hagatna Marina		

ANNEX A

POTS	EXTS	Number	Location	Name	Location
ENGINEERING					
	1		Admin. Aide	Victor Duenas	Annex A
	1		Engineer I	Jermone Valdez	Annex A
	1		Engineering Mgr.	Masoud Teimoury	Annex A
	1		Engineer III	Iremar Gutierrez	Annex A
	1		Engineer Technician II	Jacob B. Aquiningoc	Annex A
	1		Admin. Assistant	Katrina Messer	Annex A
	1		CIP Coordinator	Clarence Lagutang	Annex A
	1		Engineer II	Jimmy Dacasin	Annex A
1			Request for New Fax		Annex A
OCCUPATIONAL SAFETY					
	1		Safety Inspector III	Paul Salas	Annex A
	1		Safety Inspector II	Pedro Leon Guerrero	Annex A
	1		Safety Inspector II	Joshua Candoleta	Annex A
	1		Safety Inspector I	Paul McCarrel	Annex A
	1		Environmental Specialist	Jeremy Camacho	Annex A
	1		Safety Inspector II	Ken Santos	Annex A
TOTAL	1	14	Annex A		

PORT COMMAND CENTER

POTS	EXTS	Number	Location	Name	Location
	1		Port Police Chief	Jesse Mendiola	PCC
	1		Port Police Asst. Chief	Rosanna Castro	PCC
	1		Frances Candoleta	Admin. Asst.	PCC
	1		Helen Toves	Planner II	PCC
	1		Tanya Chargualaf	Admin. Asst.	PCC
	1		Conference Room		PCC
	1		Camera Room		PCC
	1		Port Police Supervisor		PCC
	6		EOC		PCC
	1			PCC Fax	PCC
TOTAL	1	14			

**GRAND
TOTAL 18 185**

ITEM NO.	DESCRIPTION	QTY	UNIT	UNIT PRICE	PRICE EXTENSION
THIS IS AN "ALL OR NONE" BID					
1.0	VOIP Telephone System Installation Cost	1	LOT	\$ _____	\$ _____
1.1	Cost per Additional Line/Extension			\$ _____	
1.2	Cost per Additional Headset			\$ _____	
1.3	Cost per Additional Inside Wiring (CAT 6)			\$ _____	
1.4	Cost per Additional Voicemail Account			\$ _____	
				TOTAL	\$ _____

GENERAL:

These specifications have been written to describe minimum system performance requirements for the VOIP Telephone System to be supplied by the bidder. The bidder should confirm compliance with each of these requirements in the Bidding On/Remarks below. Reasonable tests may be conducted by PAG upon delivery and before acceptance of the system.

The bidder shall furnish all necessary and information/instructions (training) for the proper User operation and System Administration of the recommended system.

Bidder shall provide copy of Public Utilities Commission Certificate of Authority

SPECIFICATIONS:

PC Server

- Server, operating system and peripheral hardware as required
- Include sufficient Memory, Processor, and Disk storage as required by VOIP system.
- Include backup server or system design that allows for the VOIP PBX to continue to operate (route incoming/outgoing and internal calls) if the server should fail.
- Include backup storage system connected to the server that allows for daily backup of voice messages and system files.
- Rackmount server configuration.
- All application, operating system and software used on this project must be named under Port Authority of Guam, and will be the sole owner of the provided products. License and keys must be turned over to the Port.
- Server must be configured with standard security in place & to include an anti-virus.

BIDDING ON OR REMARKS:

COMMUNICATION

- Contractor must provide two VOIP's Cat-5E/6 (1 active & 1 backup) lines to all identified phone set locations with outlet & conduits. Each drop must terminate in a patch panel located inside a locked cabinet for each identified location/segment/MDF/IDF.
- Contractor must provide adequate number of 24 or 48 port switches based on the identified location/segment/MDF/IDF and phone sets. Switches must have the capability to connect to the Port's single mode fiber optic backbone cable, and must have at least 4 sfp ports. Below is an estimated number of switches and sfp transceivers needed.

- 1pc 48 port POE switch -Admin 1st Floor
- 1pc 48 port POE switch -Admin 2nd Floor
- 1pc 24 port POE switch -Admin 3rd Floor
- 1pc 24 port POE switch -Horizon Bldg
- 1pc 24 port POE switch -Ops Bldg
- 1pc 24 port POE switch -Pedestrian Gate
- 1pc 24 port POE switch -CFS
- 1pc 24 port POE switch -HT
- 1pc 24 port POE switch -LT
- 1pc 24 port POE switch -Gate Admin
- 1pc 24 port POE switch -WH1
- 1pc 24 port POE switch -EQMR
- 1pc 24 port POE switch -Hagatna Marina
- 1pc 24 port POE switch -Agat Marina
- 1pc 24 port POE switch -Annex Bldg
- 1pc 24 port POE switch -PCC
- 23 pc single mode SFP transceivers
- 4pc 24 port POE switch – backup
- 1pc 48 port POE switch – backup

TOTAL: 3pcs 48port switch, 20 pcs 24 port switch & 23 pcs single mode SFP transceivers

Contractor must provide & install an enclosed and lockable VOIP network cabinet for all identified location/segment/MDF/IDF points.

VOIP PBX System Feature Requirements

- Support for 185 Users with expansion to 250 users: PAG has an immediate requirement for 185 Users; the recommended system should be configured to meet this minimum requirement. The system should be expandable to meet future PAG requirements through simple hardware or software upgrades. Bidder will confirm the minimum user support capability and expandability of the recommended system configuration.
- Voicemail Accounts for 185 Users: All Users will have a Voicemail account and additional Voicemail accounts are required for administrative messages. PAG has a minimum requirement for 185 Voicemail accounts and the recommended system should be configured to meet this minimum requirement. The system should be expandable to meet future PAG requirements through simple hardware or software upgrades.
- ISDN-PRI Controller(s) with support for 2x ISDN PRI circuits. Controllers should be designed to provide for continued service/ service/Failover if one of the controllers should fail.

Future expansion & growth not foreseen on the Scope of Work (SOW) for VoIP System shall be awarded to successful bidder, but only upon agreement by both parties.

SPECIFICATIONS:

- Unified Communications system that allows for routing of calls across the PAG Compound and to external telephone numbers as may be required.
- Automatic 911 Monitoring and Notification to PAG staff via email, text, voice call.
- Equipment Rack for recommended VOIP Equipment.

BIDDING ON OR REMARKS:

- Network Management System that monitors all critical system Functions and provides automatic notifications (via text, email, or voice calls) regarding any system alarms.

Phone Service Features available to all Phone/Handset Users

- LCD Display that supports Caller ID and name on the Telephone Handset.
- Support for up to 6 party conferencing.
- User selectable and programmable call handling modes that allow for personalized greeting, call forwarding, and call routing options.
- Call Hold, Park, Transfer, Pickup.
- Support for Automatic Call Distribution via Hunt Group.
- Support for Call Queuing with announcement of estimated call hold times.
- Simultaneous ringing of incoming calls to Handset or Mobile phone and ability to transfer Handset calls to Mobil phone "on the fly".
- Extension to Extension Dialing to all Voice Lines; dial by name or number.
- Direct Dialing to User extensions using DID telephone numbers.
- Programmable Caller ID to be used for outbound calls.
- Client application that supports employee directory, Call routing, Call History, Visual Voice Mail, Monitoring of other users/presence.
- On-Demand Call recording.

Operator IP Phone Unit: (1 each)

- Minimum of 8 line appearances, LCD display, Speakerphone, Headset compatible, Mute Button, 4 Ring Tone selections, Transfer button, Conference button, Hold button, History button, Voicemail button, Directory button 2x10/100/1000 Ethernet ports, POE required.

Expansion Keypad(s) for Operator Phone Unit: (2 each)

- Minimum of 24 line appearances, receptionist phone extension keypad.

SPECIFICATIONS:

BIDDING ON OR REMARKS:

Manager/Supervisor IP Phones: (20 each)

- 8 Tri-Color Line Appearances, 5 soft keys, full duplex speakerphone, Headset compatible, Mute button, 4 Ring Tone selections, Transfer button, Conference button, Hold button, History button, Voicemail button, Directory button, 2x10/100 Ethernet Ports, Hearing Aid compatible.

Basic Operation IP Phones: (165 each)

- 2 Line Appearances, Speakerphone, Headset compatible, 4 Ring Tone selections, Mute button, Transfer button, Conference button, Hold button, History button, Voicemail button, Directory button, 2x10/100 Ethernet Ports, Hearing Aid compatible.
- Cost for additional Basic Operation IP Phone.

Wireless Headset system with Lifter (2 each)

- Minimum Range of 350ft., built-in Noise Cancellation, using DECT Wireless Technology. Include Headset Lifter to allow calls to be answered with the touch of a button, conveniently and automatically take handset off hook.

Battery Back-UPS

- Rack mount backup power system for Server & Network Equipment, up to 1 hour runtime for the system configuration.

LAN Core Ethernet Switch (1 each)

- L2 Ethernet Switch, up to 48x10/100/1000Mb ports + SFP ports.

48 Port POE Lan Network Switches: (4 each)

- L2 Ethernet Switch, 48x10/100 ports + Power over, Ethernet (PoE), 4x10/100/1000 ports.

Enclosed Equipment Rack

- Enclosed floor mounted equipment rack of sufficient size and depth to accommodate all of the VOIP PBX equipment and UPS with the rack space. Include required ventilation and wire management, patch panels, etc.

Training

- Bidder must provide 8 hours of system Administrator for up to 4 PAG staff.
- Bidder must provide 4 hours of hands-on User Training for up to 185 PAG staff in classes of up to 25 users.
- System shall provide online training resources to enable PAG to use for refresher training or training of new staff.
- Must include labor and all materials (communications cables and termination hardware) for installation of the system including cabling to user phone locations. Bidder may use existing CAT3 cabling, however LAN cabling for PC workstations may not be used for the VOIP phone system.

SPECIFICATIONS:

BIDDING ON OR REMARKS:

Installation

- Bidder must be on-site for the cut-over and live use of the system.

Relocation

- Bidder shall accommodate relocation of phones upon request.

3 Year Warranty/Maintenance & Support:

- Must include 3-Year Warranty including On-Site Port/Labor and all system software updates. Option to renew for additional two (2) to three (3) years.
- Bidder must be Manufacturer Authorized to provide Warranty Service and Support.
- Service and support maintenance contracts will be for three (3) years renewable with an option of an additional two (2) years.

Other Requirements:

- Bidder must be Authorized to Sell the recommended system by the system Manufacturer.
- Bidder must be Authorized to provide warranty and continuing support by the system Manufacturer.
- Bidder shall provide evidence of past experience in performing installations of the same size and sophistication as required by PAG.
- Pricing must be inclusive of all applicable taxes and surcharges.
- Pricing must be inclusive of all shipping and handling charges for delivery to the Port Authority of Guam within the delivery timeline specified.
- Delivery is required within 90 days of order with completion of system delivery.
- Partial deliveries will not be accepted. All requirements specified must be provided at time of delivery and within the delivery timeline specified.
- Bidder shall identify on their bids, any deviations from requirements on remarks column and state item being offered for evaluation processing. Failure to comply may result in rejection of bid.
- Manufacturer's brochure (original) shall be submitted and attached on bid proposal.
- The Project shall be a closed and isolated system that is not connected to, or sharing existing PAG systems, i.e. CCTV, WAN, LAN, Access Control. The Project System is administered and maintained by the vendor. All updates/upgrades that are required to maintain operability of the Project as they are made available from the manufacturer(s) are the responsibility of the vendor.

SPECIFICATIONS:

BIDDING ON OR REMARKS:

- All areas containing the Project are to be free of unused excess wires, connections, cables, etc. The areas are to be dressed for optimization of the Project. All work, repairs, disposal and clean-up are the responsibility of the Vendor.
- Vendor shall describe proposed solution, Call Manager, Voice Mail Server, IPCC, modules, switches and routers, and 3rd party software.
- Bidder shall provide network and systems diagram of key VOIP components.
- Describe software licensing model for all components and modules of VOIP solution.
- Describe maintenance contact for any additional on-site service that may be offered.
- Describe fault tolerance with proposed solution including disaster recovery/disaster avoidance procedures should a Call Manager or PRI service stop functioning.
- Describe preventative maintenance, patching and monitoring upgrade process.
- Describe major upgrade process.
- Describe remote monitoring and services that can be performed by service provider.

BIDDING ON:

Manufacturer: _____
Model: _____
Place of Origin: _____
Warranty: _____
Date of Delivery: _____

ITEM NO.	DESCRIPTION	QTY	UNIT	UNIT PRICE	PRICE EXTENSION
2.0	Monitoring and Reporting Requirements	1	LOT	\$ _____	\$ _____
					TOTAL \$ _____

SPECIFICATIONS:

- System shall have a Call Data Reporting (CDR) system with access by PAG designated system administrator.
- CDR system shall store call detail data for a minimum of 90 days.
- CDR shall have an online query capability for system administrators to perform ad hoc queries and simple reports.
- System shall provide traffic reports detailing utilization of inbound/outbound traffic levels including high and low water marks.
- System shall have monitoring that will include a "phone home" option to notify the support vendor of critical errors detected. It will also include notification for PAG support staff via email and SMS text messaging.
- System will provide real-time access for PAG system administrators to monitor call traffic and system activity.

BIDDING ON OR REMARKS:

ITEM NO.	DESCRIPTION	QTY	UNIT	UNIT PRICE	PRICE EXTENSION
3.0	Monthly Telephone Services for VOIP IP System and POTS Fax Lines	1	LOT	\$ _____	\$ _____
					TOTAL \$ _____

THESE SPECIFICATIONS HAVE BEEN DEVELOPED BY THE STAFF OF THE PORT AUTHORITY OF GUAM, GENERAL ADMINISTRATION DIVISION, ANNETTE M. MAFNAS, REVIEWED BY LUIS R. BAZA- DEPUTY GENERAL MANAGER ADMINISTRATION, AND APPROVED BY RORY J. RESPICIO- GENERAL MANAGER



MEETING ATTENDANCE SHEET

PROJECT: VOIP Telephone System for the PAG
Prebid Conference JFB-PAG-003-23

Date: October 25, 2022 Time: 10:00 AM

Location: PAG Board of Directors Conference Room

NAME	DIVISION	CONTACT #
Kelsey Charquialaf	GTA	4808346
Judy Rosano	GTA	487 5839
Valerie Teria	GTA	9888257
Anthony Thompson	ITE	487-4563
Jaden R. Cruz	ITE	7973779
Matthew Barnhart	ITE	777-5449
JAVIER T. AGUON	ITE	671 987-9821
Alex Buluran	ITE	9879766
Celso Tancig	ITE	727-6259
Pancho Madrid	PDS	671-687-1378
KEVIN HSUEH	DSF	671-646-2007 x137
Kylene Hsieh	DSI	646-2007 cxt 138
Sanny Delo C	GTA	671 689-447-
Dennis J. Perez	PAG	671 4775231
Jack Pante	PAG	671 4775931
Franklin Artore	PDS	671300-0225
NOTES - Procurement only		
Mark Cabrera	PAG	(671) 477-5931



PRE-BID CONFERENCE AGENDA

Project No.: IFB-PAG-003-23

VOIP Telephone System for the Port Authority of Guam

Date: October 25, 2022

Time: 10:00 a.m.

Location: PAG Boardroom

I. Introduction

- PAG Representatives
- Others

II. Intent and Purpose

The Jose D. Leon Guerrero Commercial Port or Port Authority of Guam (PAG), hereinafter referred to as PAG, an autonomous agency is inviting firms to participate in the Invitation for Bid (IFB) No.: IFB-PAG-003-23 VOIP Telephone System for the PAG.

III. Description:

The Port Authority of Guam is soliciting an IFB for its telephone system. If you have not obtained the IFB packet and registered, you may register and download IFB material, at no cost, from the Port's website: <https://portofguam.com/bids-and-rfps>.

IV. IFB Process and Requirements:

- **Questions & Concerns (Q&C) Deadline: Friday, October 28, 2022, NO LATER THAN 5 P.M.** Address to: General Manager, Rory J. Respicio, and emailed to Mark A. Cabrera macabrera@portofguam.com and pagprocurement@portofguam.com.
- **Site Visit: Thursday, October 27, 2022 at 10:00 AM.** ID(s) will be due **Wednesday October 26, 2022, 9:00 AM.** Please acknowledge this notice, if not received via e-mail copies can be provided for acknowledgment- please ensure that you have registered.
- **Bid Submittal: Friday, November 4, 2022, before or up until 2:00 P.M. Chamorro Standard Time** (Guam time), 1st floor Procurement Office located in the PAG Admin. Bldg.
- **Bid Opening: Immediately following Bid submittal** and will be opened and read aloud in the Port Authority of Guam, Board of Directors Conference Room.
- Required copies: 1 original, 1 copy and 1 CD or USB containing electronic file copy in PDF format.
- Required Forms for Submittal
 - Form 002 - Affidavit Disclosing Ownership and Commissions
 - Form 003 - Affidavit re Non-Collusion
 - Form 004 - Affidavit Re No Gratuities/Kickbacks
 - Form 005 - Affidavit re Ethical Standards
 - Form 006 - Declaration re Compliance with U.S. DOL Wage Determination
 - Form 007 – Affidavit re Contingent Fees
 - Special Provisions: Restriction against Sex Offenders Employed by services providers to Government of Guam from working on Government property.
 - Current Business License/ Contractor's License

V. REGISTERED OFFEROR

A Registered Offeror is one who has registered with PAG Procurement Office. If you have not obtained the IFB packet and registered, you may register and download IFB material, at no cost, from the Port's website:

<https://portofguam.com/bids-and-rfps>.

VI. REMINDERS:

- A. All Questions and Concerns shall be submitted in writing and addressed to Port General Manager, Mr. Rory J. Respicio at rjrespicio@portofguam.com and copied to the attention of Mark A. Cabrera, macabrera@portofguam.com.
- B. Nothing stated at this Pre-Bid Conference shall change the IFB unless a change is made by written Amendment (§3109(g)(4)). Amendments will be provided to all registered Offerors only.
- C. An Addendum will be prepared and issued to all registered Offerors containing today's meeting minutes and sign-in sheet.

VII. MEETING ADJOURNED.

Time: _____ **Procurement Staff Initial:** _____