



**PORT OF GUAM**  
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Lourdes A. Leon Guerrero  
 Governor of Guam  
 Joshua F. Tenorio  
 Lieutenant Governor

**AMENDMENT NO. 6**

DATE: December 13, 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 Wednesday December 14, 2022 at 2:00 PM to now read: Wednesday December 21, 2022 at 10:00 AM.
2. Amend to replace Revised 11/16/2022 Page 31 of 37 through Revised 11/16/2022 Page 37 of 37 with Revised 12/13/2022 Page 31 of 38 through Revised 12/13/2022 Page 38 of 38.

**\*\*\* END OF AMENDMENT NO. 6, ALL OTHERS REMAIN THE SAME \*\*\***

Issued by:

*Rory J. Respicio*

Rory J. Respicio  
 General Manager

NAME OF PROPOSER: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

DATE/ TIME: \_\_\_\_\_

ITEM NO.	DESCRIPTION	QTY	UNIT	UNIT PRICE	PRICE EXTENSION
<b>THIS IS AN "ALL OR NONE" BID</b>					
1.0	VOIP Telephone System Installation Cost LOT= 185 Lines, Network Equipment, and Inside Wire Price extension for this line item is the one time cost for all items under LOT required for installation	1	LOT	\$ _____	\$ _____
1.01	Monthly service for all 185 units installed	12	MO	\$ _____	\$ _____
1.1	Cost per Additional Line/Extension (Optional Bid)			\$ _____	
1.2	Cost per Additional Headset (Optional Bid)			\$ _____	
1.3	Cost per Additional Inside Wiring (CAT 6) (Optional Bid)			\$ _____	
1.4	Cost per Additional Voicemail Account (Optional Bid)			\$ _____	
				<b>TOTAL</b>	\$ _____

**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:**

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**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.

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- 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.

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**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.

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**SPECIFICATIONS:**

**BIDDING ON OR REMARKS:**

- Unified Communications system that allows for routing of calls across the PAG Compound and to external telephone numbers as may be required.

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- Automatic 911 Monitoring and Notification to PAG staff via email, text, voice call. 

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- Equipment Rack for recommended VOIP Equipment. 

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

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**Phone Service Features available to all Phone/Handset Users**

- LCD Display that supports Caller ID and name on the Telephone Handset. 

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- Support for up to 6 party conferencing. 

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- User selectable and programmable call handling modes that allow for personalized greeting, call forwarding, and call routing options. 

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- Call Hold, Park, Transfer, Pickup. 

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- Support for Automatic Call Distribution via Hunt Group. 

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- Support for Call Queuing with announcement of estimated call hold times. 

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- Simultaneous ringing of incoming calls to Handset or Mobile phone and ability to transfer Handset calls to Mobil phone "on the fly". 

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- Extension to Extension Dialing to all Voice Lines; dial by name or number. 

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- Direct Dialing to User extensions using DID telephone numbers. 

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- Programmable Caller ID to be used for outbound calls. 

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- Client application that supports employee directory, Call routing, Call History, Visual Voice Mail, Monitoring of other users/presence. 

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- On-Demand Call recording. 

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**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. 

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

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

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**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.

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**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.

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**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.

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**Battery Back-UPS**

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

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**LAN Core Ethernet Switch (1 each)**

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

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**48 Port POE Lan Network Switches: (4 each)**

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

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**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.

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**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

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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.

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**SPECIFICATIONS:**

**BIDDING ON OR REMARKS:**

**Installation**

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

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**Relocation**

- Bidder shall accommodate relocation of phones upon request.

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**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.

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**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.

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**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 3<sup>rd</sup> 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.

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**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	12	MO.	\$ _____	\$ _____
					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:**

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ITEM NO.	DESCRIPTION	QTY	UNIT	UNIT PRICE	PRICE EXTENSION
3.0	Analog POTS Telephone System Installation Cost 1 LOT= 18 each Analog Lines, Network Equipment, Wire. Price extension should be one time cost for all items under LOT required for Analog POTS installation.	1	LOT	\$ _____	\$ _____
3.1	Monthly Analog POTS Services Monthly service to cover 18 POTS lines	12	MO.	\$ _____	\$ _____
					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



