

**Section 2**  
**BID FORMS**

<b>Item NO.</b>	<b>Description</b>	<b>QTY</b>	<b>UOM</b>	<b>Monthly PRICE</b>	<b>Annual PRICE</b>
1.1	Telephone Service As per the following Specifications.	12	Mos.	\$ <u>592.00</u>	\$ <u>7104.00</u>

**SPECIFICATIONS:**

**Telephone Services:**

PBX-based service VOIP is strictly prohibited for this implementation

ISDN/PRI for PSTN trunking supporting 37 total extensions at time of highest utilization.

Unique telephone numbers for each of 37 extensions at the time of highest utilization.

Analog backup lines at times of higher utilization

Fax line with dedicated number

Main telephone line. Preferred extension: 671-642-2010.

Auto-attendant functionality for main line

Caller ID

Voice Mail

Native conference capability sufficient to accommodate up to six separate callers

Authentication code prompt for all long distance calling. (Single code for all users)

Detailed billing of long distance usage on all lines to support management audits/reviews.

**BIDDING ON/REMARKS:**

As specified

As specified

As specified

As specified

As specified

To be determined at time of order

As specified

As specified

As specified

As specified

As specified

As specified

**Telephone Equipment:**

<b>ITEM NO.</b>	<b>Description</b>	<b>QTY</b>	<b>UOM</b>	<b>UNIT PRICE</b>	<b>EXTENDED PRICE</b>	
2.1	Digital business Phone systems	35	Ea.	\$ <u>175.00</u>	\$ <u>6125.00</u>	Aastra 480 with Persona Call Manager
3.1	Digital business conference (Speaker) system	1	Ea.	\$ <u>395.00</u>	\$ <u>395.00</u>	Polycom Voice Station 300
4.1	Operator console digital business phone system with appropriate expansion unit(s).	1	Ea.	\$ <u>295.00</u>	\$ <u>295.00</u>	Aastra 480 with Operator Call Manager

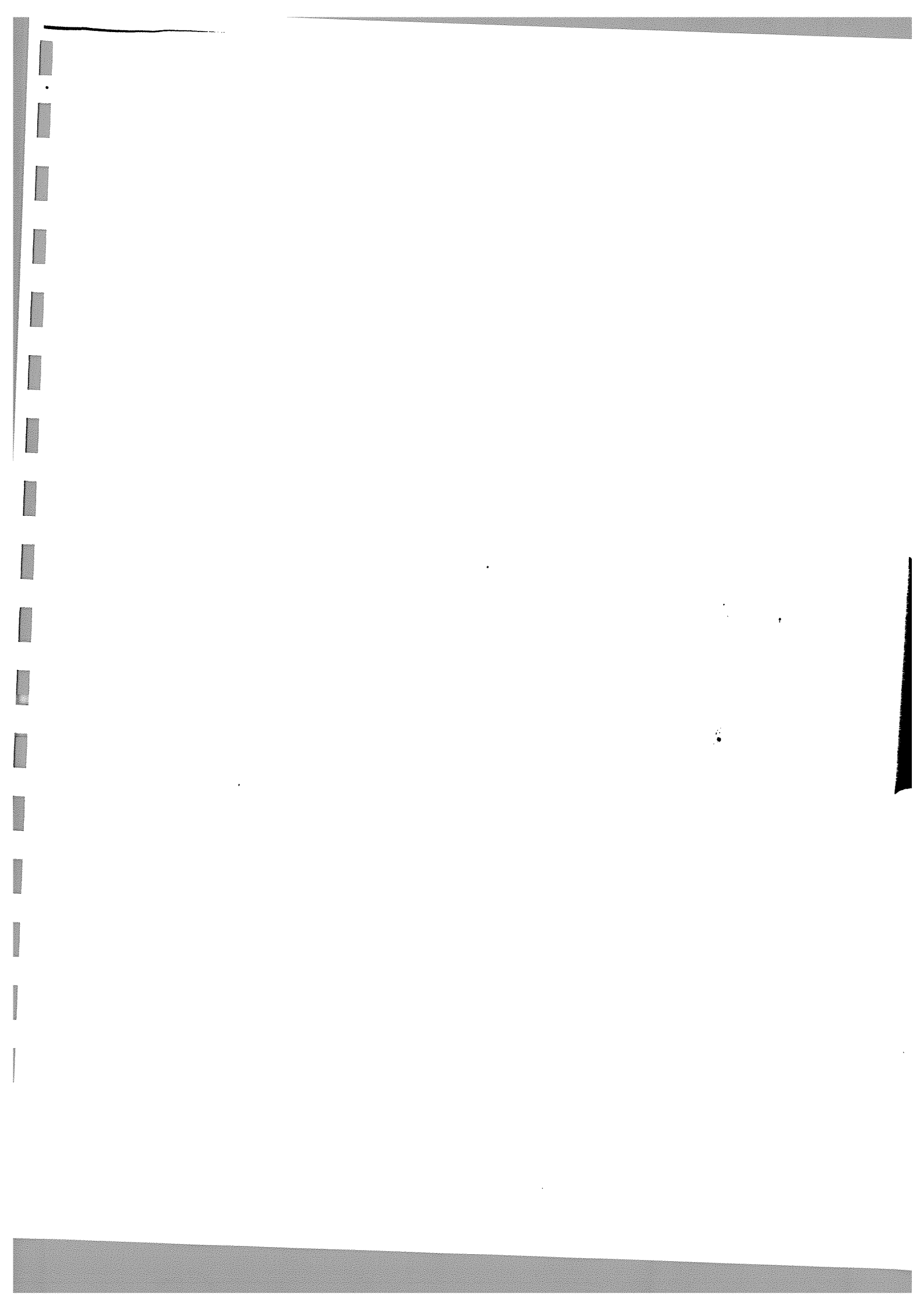
**Schedule and Scalability Considerations:**

- 5.1 November 16, 2009 through January 15, 2010  
Analog lines supporting 12 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.) 1 Lot \$ 800.00 \$ 800.00 \*
6. 1 January 15, 2010 through March 15, 2010  
ISDN/PRI for trunking supporting 24 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.) 1 Lot \$ 1900.00 \$ 1900.00 \*
- 7.1 March 5, 2010 through June 30, 2010  
ISDN/PRI for trunking supporting 35 digital Business phone systems, 1 digital business Conference (speaker) system, 1 operator console Digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.) 1 Lot \$ 4500.00 \$ 4500.00 \*

- 8.1 June 30, 2010 through August 31, 2010 ISDN/PRI 1 Lot \$ 1600.00 \$ 1600.00 \*  
for thinking supporting 24 digital Business phone  
systems, 1 digital business Conference (speaker)  
system, 1 operator console Digital business phone  
system, and including 1 fax line with dedicated  
number. (Locations to be determined.)
- 9.1 September 1, 2010 through September 30, 2010 5 1 Lot \$ 350.00 \$ 350.00 \*  
analog lines supporting 12 digital business phone  
systems, 1 digital business conference (speaker)  
system, 1 operator console digital business phone  
system, and including 1 fax line with dedicated  
number. (Locations to be determined.)

\* Prices shown include all cost associated with providing the specified Telco services for the dates shown including cost for installation, local and federal charges (USF, SLC, 911, etc).

Lead time to provide services is 5 to 10 business days after receipt of purchase order and LOA.



**Section 3**  
**COMPETENCY OF BIDDER**



## CORPORATE OVERVIEW

From its origins in 1969 as a training institute for data processing professionals, Pacific Data Systems (PDS) has played a leading role in the development, deployment and support of state of the art data, information and office automation technologies. Now approaching its 40th year of continuous operations, PDS has a well-established reputation for consistently being the first to identify and introduce new technologies and the solutions these technologies enable to island businesses and government organizations. PDS has sustained its position as a preeminent supplier of leading edge solutions based on the latest technology and systems. And, because PDS has long demonstrated its commitment to support and maintain all of the systems we sell, every customer knows they can rely on PDS as a long term partner who takes a real interest and is committed to playing an active role in its customer' success.

Today, PDS is extending its tradition of market leadership with new product and service initiatives in the area of IP based, converged networks and services. The goal is to offer simultaneous delivery of voice, data and advanced virtual private network services over multi-megabit network connections for commercial, government and individual customers. In 2002 PDS was appointed as the authorized reseller and service provider for ShoreTel, a leading manufacturer of Enterprise VoIP based PBX systems. PDS is the ShoreTel reseller for Hawaii, Guam, Saipan, and American Samoa. Over the last 6 years PDS has installed over 60 ShoreTel systems representing a combined user population of almost 10,000 users. Most recently ShoreTel and Pacific Data Systems were selected by the Bank of Hawaii for the Bank's Next Generation VoIP PBX Project. Over the course of this 2 year project, PDS will install ShoreTel VoIP systems in all 95 of the Bank's Offices and branches located in 10 different islands. PDS is also providing the Bank of Hawaii with the required WAN and local data circuits to support connectivity between the Bank of Hawaii Oahu processing center and the Bank's 8 branches in Guam and Saipan.

PDS is not just a provider of the latest IP Technology, PDS is also a network operator providing TDM and IP based Network services in Hawaii, Guam, and the CNMI. In Guam, PDS operates as an Internet Service Provider (ISP), Inter-Exchange Carrier (IXC), and Competitive Local Exchange Carrier (CLEC). These capabilities give PDS a tremendous amount of experience and know-how when it comes to designing and implementing systems or services for our customers.

PDS currently has offices in Hawaii, Guam, and the CNMI with plans to open another office in American Samoa in 2010. PDS maintains local network facilities and staff in each of the areas we operate in order to provide same day service and support to our customers. Additionally we have network technicians and support staff available 24x7 to support our network services and products.

## Pacific Data Systems

185 Illpog Drive, HBC Suite 204A, Tamuning, GU 96913  
Main: (671) 300-0200 | Fax: (671) 300-0265 | [www.pdsguam.com](http://www.pdsguam.com)





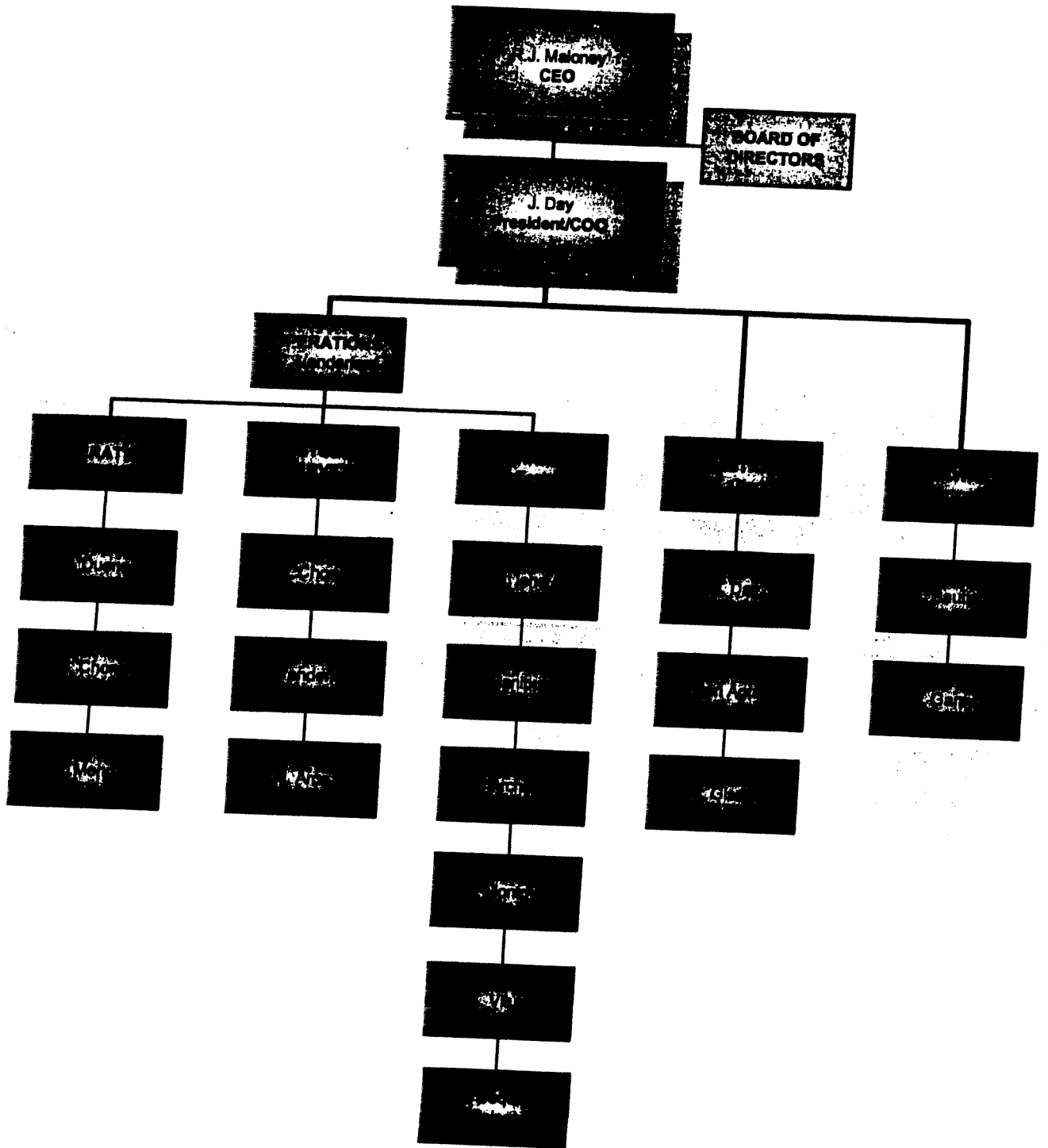
## CORPORATE INFORMATION

- Incorporated:** 1969
- Full Time Employees:** 21
- D&B Number:** 77-890-8459
- Offices:** Hawaii, Guam, Saipan
- Revenues:**
- FY2004 - \$1,618,000
  - FY2005 - \$2,941,148
  - FY2006 - \$3,461,289
  - FY2007 - \$2,742,207
  - FY2008 - \$3,228,561
  - FY2009 - \$3,750,000 (Projected)
- Markets:**
- 50% Commercial/Enterprise Accounts
  - 40% Local Government
  - 10% Federal/GSA
- Products:**
- CISCO SYSTEMS - LAN/WAN Communications Systems
  - DELL - Servers and Computers
  - SHORETEL - IP based Phone Systems
  - MICROSOFT - PC Software
  - PITNEY BOWES - Mailing Systems
- Services:** Training - Support - Installation- IP Based Telecom Services
- Litigation:** None
- Strategy:** To provide our customers with single source for Total Systems Solution to meet their system requirements.

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# ORGANIZATION CHART





## **STAFF PROFILES**

### **Robert J. Maloney – Chairman & CEO**

A long time resident of Guam for over 25 years, Mr Maloney moved to Oahu in 2001 to start up PDS' operations in the State of Hawaii. Mr Maloney graduated from Chaminade University in 1972 and joined Pacific Data Systems in 1978. In 1981 Mr. Maloney was elected Director of Pacific Data Systems and became President of the company shortly thereafter. Throughout the mid 1980's Mr. Maloney presided over the largest business expansion in the company's history personally directing the growth of the company throughout Guam, the CNMI, the Republic of Palau, the Federated States of Micronesia and the Republic of the Marshall Islands. With the advent of undersea fiber optic cable connectivity into Guam and the first generation of digital data voice and fax compression technologies Mr. Maloney continued to expand the company's capabilities to include a full suite of state of the art telecommunications services including Internet services in the mid 1990s. In 2001 Mr. Maloney saw a significant opportunity to leverage Pacific Data Systems' long established market leadership position in the design, installation and support of local area networks with the Internet and an entirely new generation of Internet Protocol ("IP") based networking technologies and IP based applications. The company is now moving aggressively in this direction significantly out pacing and differentiating itself from its competitors. As Pacific Data Systems begins its 39th year of continuous operations Ms. Maloney remains steadfast in his commitment to continue the evolution of the company in pace with the leading edge of technology.

### **John Day – President & COO**

Mr. Day grew up on Guam, graduating from George Washington High School and the University of Guam. Mr. Day's academic background is in Computer Sciences and Business Administration. Mr. Day joined the staff of Pacific Data Systems in 1977, supervising production computer systems in the company's Commercial Computer Service Bureau. Following the acquisition of PCI in 1988, Mr. Day assumed the responsibilities of Vice President of PCI and played an active role in planning and executing the expansion of PCI's business interests in the areas of private network and long distance services. In 1994 Mr. Day was appointed President and Chief Operating Officer of PCI with primary responsibility for managing the day-to-day affairs of the Company. Following Startec Global Communications Corporation's acquisition of PCI in 1998, Mr. Day continued managing the day-to-day operations of Startec as Director, Asia Pacific. Effective November 2002, Mr. Day left PCI and resumed his position of President of both Pacific Systems Corporation and Pacific Data Systems.

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### **Cork Vanderford – CTO**

Mr. Vanderford has over 17 years of system design, network engineering and implementation of leading edge technology consultancy expertise. He has extensive experience in IVR/CTI, Internetworking and program design/ development over a wide variety of platforms and systems. Mr. Vanderford has been instrumental in helping companies such as Startec Global Communications Corporation, Nova Bus/Volvo, PCI Communications, Inc., Word Telecommunications, Inc., Universal Communication and Daye Auctioneers expand their business models. His most recent accomplishment was the design, development and implementation of an ISP platform contained on a single CD for Startec Global Communications Corporation in Maryland. He co-authored patent applications that are currently pending. Prior to Startec, Mr. Vanderford consulted for Nova Bus/Volvo as a senior network engineer where he designed and deployed Volvo's international corporate network video conferencing system using Polycom products.

### **Jeff Tester – Manager – Field Operations**

Mr. Tester was an Aviation Electronics Technician in the U.S. Navy from 1983-1995. He was a Master Training Specialist for Basic Electricity and Electronics, Transistor Theory and Radio Wave Propagation. He worked as an Electronics Technician for US Aerospace from 1990-1991. He has a total of 18 years in the Data Processing Field with a vast knowledge of Computers and associated equipment as well as Networking. Mr. Tester has been with Pacific Data Systems since 1995.

### **Pancho Madrid – Manager – Network Operations**

Mr. Madrid joined Pacific Data Systems in November 1991 as a programmer. He has received training in Microsoft Windows NT, Microsoft SQL, Clarent and Telemagic, and holds a Bachelor of Arts degree from University of the Philippines. Mr. Madrid builds, develops, maintains and administers Computer Telephony Systems such as Auto-attendant, Voice Mail applications using Intel-Dialogic hardware and Expert Systems and Parity/VOS software. Mr. Madrid is a Microsoft SQL Server Administrator, has trained in Microsoft Windows NT/2000 Support and is certified to sell, service and support VoIP Solutions and ShoreTel Phone Systems.

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### **Peter Paul Duenas – Network Operations**

Mr. Duenas attended Marquette University and University of Guam majoring in Computer Science. Mr. Duenas joined PDS in June of 2003 after working for 3 years at PCI Communications, where he provided Third-Level Support to Residential and Enterprise customers with dial-up, ISDN, and DSL connections. Mr. Duenas holds industry compliant certification as an ETA-Certified Category-5 Data Cabling Installer (DCIC) and an ETA-Certified Fiber Optics Installer (FOI). Mr. Duenas is also certified to sell, service and support ShoreTel Phone Systems. Mr. Duenas performs pre-sale site surveys, installations, continuing support, and product research & development.

### **Joey San Agustin – OSS Administrator**

Ms. San Agustin joined Pacific Data Systems in 1978. She has worked in various departments and has held many positions. She started as a keypunch operator in the company's Commercial Computer Service Bureau. Other positions held were Receptionist, Service Bureau Representative, Computer Operator, Administrative Assistant, Customer Service Manager and Technical Services Manager. Ms. San Agustin responsibilities as Data Base Administrator is for billing of Communication Services and Carrier Bills, preparation of the FCC USAC reported filings, issuance of the local and SLD Erate Invoices, administers the TeleCount Billing System, perform recurring billing, chargeable SR billing. She is also responsible for reconciliation of invoices from communications carriers.

### **Norma Arce – Network Operations**

Ms. Arce has over 14 years experience in desktop networking and client/server technologies as well as a wide range of internet and multimedia technologies. Ms. Arce has been involved in the analysis, design, implementation and testing of system upgrades and has provided support to department users and PC equipment. Responsible for deployment of new desktops, software upgrades, needs analysis, and recommending solutions to management. Norma joined PDS in 1991 then moved over to PCI Communications in 1994, and rejoined PDS in late 2005.

### **James Iehsi – Customer Service Engineer**

Mr. Iehsi has an Associates Degree in Electronic Engineering from the University of Northern Arizona. He is trained in the repair of Xerox Copiers and Pitney Bowes Mailing systems. He has worked in the Data Processing field for the last 12 years and has a vast knowledge of computer repair and networking. Mr. Iehsi holds industry compliant certification as an ETA-Certified Category-5 Data Cabling Installer (DCIC). Mr. Iehsi has been with Pacific Data Systems since 1990.

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**David Manibusan – Customer Service Engineer**

Mr. Manibusan has worked in the Data Processing field for the last 2 years and has a good knowledge of computer repair and networking. Recently he successfully completed industry compliant certification for ETA-Certified Category-5 Data Cabling Installer (DCIC). David has been with Pacific Data Systems since 2005 and has been an important member in several large projects. Mr. Manibusan has proven himself by leading small teams in medium size projects.

**Ralph Bautista – Customer Support Manager**

Mr. Bautista joined Pacific Data Systems in 1988. Prior to joining PDS Ralph was a Network Technician at the Bank of Hawaii. In 1996 Ralph relocated to Hawaii where he has been providing network and customer support for PDS. In 2006 Ralph attended ShoreTel product training and was certified for implementation and support of the ShoreTel IP PBX System.

**Chris “Jay” Garay – Customer Service Engineer**

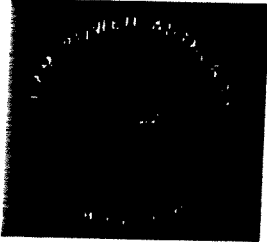

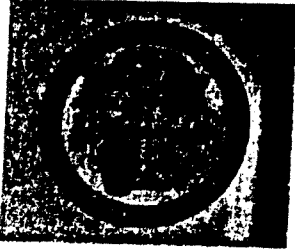
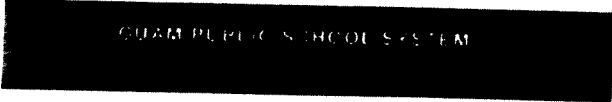
Mr. Garay joined Pacific Data Systems in August 2007. Jay grew up in Hawaii and prior to joining PDS, he spent 7 years working as a Computer Service Technician at Circuit City. Jay has a good working knowledge of computer repair and has been an important member in several ShoreTel installations. Jay currently holds the following ShoreTel IP PBX certifications; ShoreTel Certified Installer, ShoreTel Advance Troubleshooting. Jay also holds an CompT1A A+ Certification and is currently working towards completing his ComT1A A++ certification.

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Pacific Data Systems (PDS) has been in business since 1969 and over the course of the last 39 years has implemented a wide variety of technologies and systems for customers in Hawaii, Guam, Saipan and the islands of Micronesia.

	<p><b>Guam Power Authority</b> P.O. Box 2977 Hagatna, GU 96932 Contact: Roel Cahinhinan, SPORD Project Manager Tel: 671-648-3100 Email: <a href="mailto:racahinhinan@quampowerauthority.com">racahinhinan@quampowerauthority.com</a> Tel: 671-648-3100 Fax: 671-477-4921 300 users      6 locations</p>
	<p><b>GHURA</b> 117 Bien Venida Avenue Sinajana, GU 96910 Contact: Julie Ann Lujan Tel: 671-477-9851 Email: <a href="mailto:juls@ghura.org">juls@ghura.org</a> 95 users      6 locations</p>
	<p><b>Judiciary of Guam Northern Court</b> Guam Judicial Center Procurement Section 120 West O'Brien Drive Hagatna, GU 96910 Contact: Galo Perez Tel: 671-300-7086 Email: <a href="mailto:gallop@mail.justice.gov.gu">gallop@mail.justice.gov.gu</a> 25 users      2 locations</p>
	<p><b>GPSS</b> P. O. Box DE Hagatna, GU 96910 Eunice Aflague Email: <a href="mailto:eirafague@qdoe.net">eirafague@qdoe.net</a> Tel: 671-300-1540 3000 users      40 locations</p>

## Pacific Data Systems

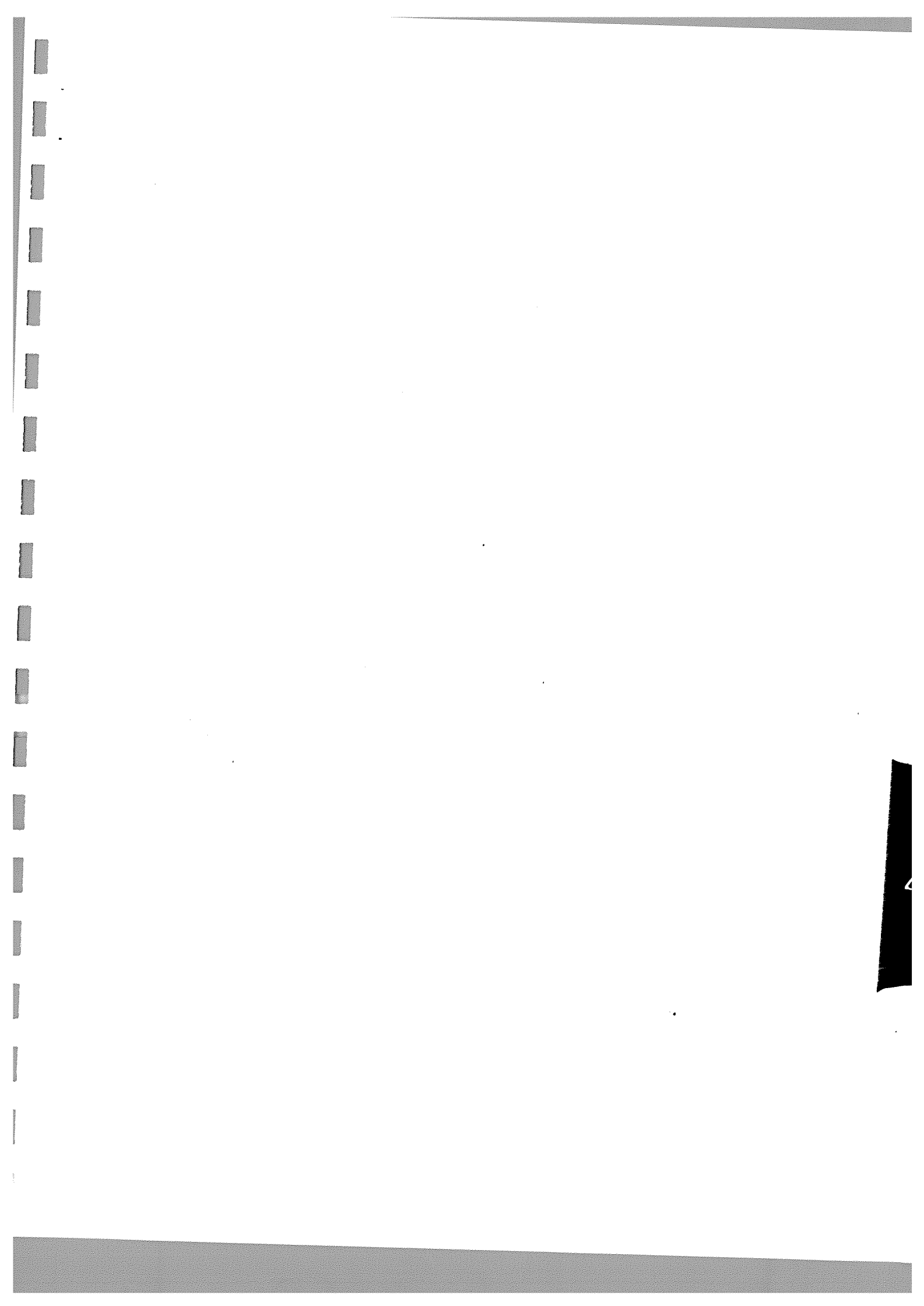
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# PDS

 <p><b>Bank of Hawaii</b></p>	<p><b>Bank of Hawaii</b>            909 Dillingham Blvd.            Honolulu, HI 96817            Doug Shackelford            Email: <a href="mailto:Doug.Shackelford@boh.com">Doug.Shackelford@boh.com</a>            Tel: 808-694-5870            Fax: 808-694-5311            3000 users    100 locations</p>
	<p><b>Bank of Guam</b>            111 Chalan Santo Papa            Hagatna, GU 96910            Contact: Ernest Villaverde, VP of IT            Tel: 671-472-5259            Email: <a href="mailto:ernest.villaverde@bankofguam.com">ernest.villaverde@bankofguam.com</a>            500 users    16 locations</p>
	<p><b>Marianas CableVision / Kuentos</b>            600 A Harmon Loop Road            Dededo, GU 96929            Contact: John Rhee, GM/Systems Admin            Tel: 671-635-4MCV Fax: 671-632-1500            Email: <a href="mailto:johnr@kuentos.guam.net">johnr@kuentos.guam.net</a>            150 users    3 locations</p>
	<p><b>Calvo Insurance</b>            P.O. Box CI            Hagatna, GU 96932            Contact: Ray Schnabel            Tel: 671-479-7930            Email:  <a href="mailto:raymond.schnabel@calvosinsurance.com">raymond.schnabel@calvosinsurance.com</a>            120 users    3 locations</p>
	<p><b>Docomo Pacific</b>            219 South Marine Corps Drive            Suite 206 Century Plaza            Tamuning, GU 96913            Contact: Jay Shedd            Tel: 671-688-2355            Email: <a href="mailto:jshed@guamcell.com">jshed@guamcell.com</a>            150 users    8 locations</p>

**Pacific Data Systems**  
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**Section 4**  
**PRODUCT LITERATURE**

SCREEN

You need effective  
business communication  
so we simplified the  
process through intuitive  
functionality.



Model 390  
Model 480e

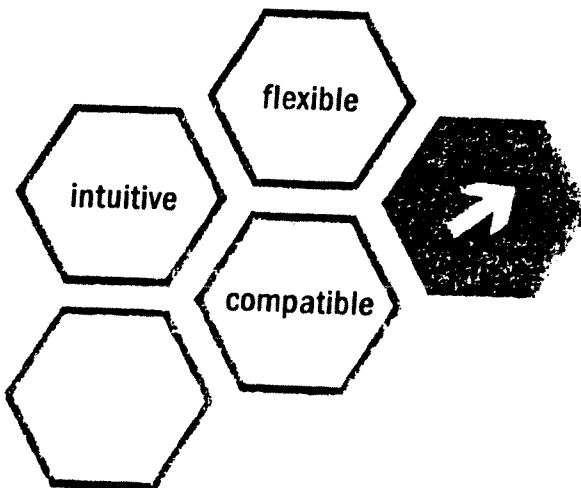
## Screen Telephones

### Features

- Large 3.5" x 2.25" backlit display with six customized softkeys
- Save up to 200 numbers or speed dials in your directory for fast, convenient dialing
- Caller list has a 100-name and number memory capacity
- Place calls without lifting the handset, or return calls directly from your call log and copy the Caller ID information directly into the Directory
- Quality speaker with mute
- Ten number redial
- Current date and time display
- Quality business set with ergonomic design
- Ringer and receiver volume controls with ring tone options
- Multi-functional FSK message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold)

### Special 480 Features

- Enhanced Headset mode activated with the touch of a button without losing the ability to use speakerphone or handset
- Fax/Modem data port
- FSK and Voltage compatible message waiting indicator
- Security Number Protection



AMSTRA BUSINESS WORLD OF BUSINESS TELEPHONE SOLUTIONS

# Building success with the business telephone leader

VIEW AASTRA'S PHONES ON THE INTERNET AT

## Customizing Scripts

By taking advantage of the Asterisk System's built-in ADSI scripting tool, developers can build their own scripts to download into 390 and 480e phones directly from your Asterisk System. Create softkeys and build menus and instructions that display for various states, such as when the phone is idle, connected to a caller, or when call waiting caller ID information is sent to the phone\*.

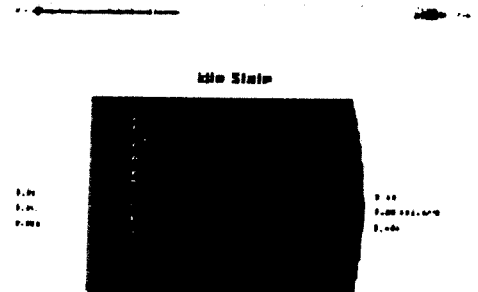
For additional information:

<http://www.digum.com/index.php?menu=adsi>

<http://www.sayson.com/dealer/downloads>

For a quick and easy way to create softkeys and text within a predefined menu structure, try using the web configuration services. For additional information, go to:

[http://www.sayson.com/dealer/web\\_config.htm](http://www.sayson.com/dealer/web_config.htm)



Note: Only 390 and 480e phones with part numbers TEV-24211 or TES-24211 are compatible for web services and developer information for this market.

\* Functionality of some features assumes availability and customer subscription to service provider offerings.

### 480e Technical Specifications

- 9.875" W x 6" H x 7" D
- 2 lbs.
- Power: 16 VAC, 250 mA transformer
- 3.5" x 2.25" backlit display with contrast control
- 6 customizable softkeys

- Modular RJ22 and 2.5mm standard jacks for headset connection, compatible with simplified business headsets
- Hearing aid compatible handset
- Quality speaker
- Multi-function CLASS/FSK and Voltage indicator light
- Data Port

### 390 Technical Specifications

- 9.5" W x 6" H x 7" D
- 2 lbs.
- Power: 16 VAC, 250 mA transformer
- 3.5" x 2.25" backlit display with contrast control

- 6 customizable softkeys
- Hearing aid compatible handset
- Multi-function FSK indicator light
- Quality speaker

### Where to Buy

- Cylogistics  
Web: [www.cylogistics.com](http://www.cylogistics.com)
- NetXUSA  
Web: [www.netxusa.com](http://www.netxusa.com)

### Product Part numbers for the Asterisk platform

- TEV-24211 480e (charcoal)
- TES-24211 390 (charcoal)

### Package Contents

- Phone, desk stand, user guide, and power adapter.

For more information, contact Aastra at (800) 574-1611

**AASTRA**

Aastra Telecom Inc. • 155 Snow Blvd., Concord, Ontario, Canada, L4K 4N9 • [sales@aastra.com](mailto:sales@aastra.com) • [www.aastra.com](http://www.aastra.com)

• **Telephones**

• **Voice-over IP**

- **480i**
- **480i CT**
- **9133i**
- **9112i**

• **Venture IP**

• **Analog**

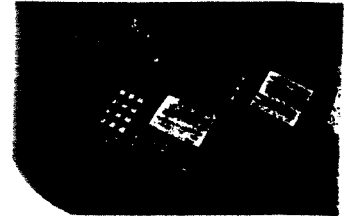
- **390**
- **480e**
- **9116**

• **Interactive Branding**

• **Interactive Applications**

• **Locate a Dealer**

Products & Services - Telephones - Analog



We have partnered with the following companies to develop the 480e phone under their own brand-name OR as approved third-party compatible units, with programs and applications specific to their platforms. Explore how Aastra telephones can be programmed and specially matched to your system requirements.

**SPHERE  
ALTIGEN**

**SHORETEL**

**INTERACTIVE INTELLIGENCE**

**VERTICAL**

**AVAYA**

**FEATURES**

- Large 8-line backlit display
- 6 Pre-programmed "Softkeys"
- Quality business set with ergonomic design
- Quality speakerphone with Mute
- Ringer and receiver volume controls
- Multi-functional FSK and Voltage Message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold)
- Caller ID Display (100 name and number memory)
- 200-name and number Directory
- 10 Number Redial
- Copy Key (for saving Callers List information to the Directory)
- Current date and time display
- On-hook dialing
- Hearing aid compatible (ADA compliant)
- Access to **Interactive Branding** from the web
- One year warranty

**480e special features not found on the 390:**

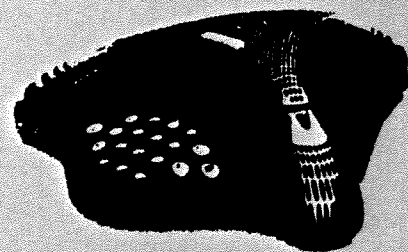
- **Headset compatibility:** Choose how to make and receive

To purchase Aastra telephones for your existing business communication system, **e-mail us** for a list of dealers.

For more information on how to customize our telephones for your enterprise solutions, please go to our **PARTNERS** section.

## ► Polycom® VoiceStation® 300

Crystal-clear conferencing  
for smaller rooms and desktops



The quality of Polycom designed for offices and small meeting spaces

The Polycom VoiceStation 300 is a small conference phone ideally suited for desktops, offices, and other small rooms. With a microphone range of up to seven feet, the VoiceStation 300 is ideal for small conferences with three to four participants. Plus its compact industrial design fits well on a desk or small table, making it a great solution for offices. The VoiceStation 300 provides Polycom's legendary voice quality at an affordable price.

Featuring Polycom's award-winning Acoustic Clarity Technology, the VoiceStation 300 delivers significantly improved voice quality over the previous-generation VoiceStation 100. The VoiceStation 300 features three sensitive microphones that offer 360-degree room coverage. Smart technology, such as Dynamic Noise Reduction (DNR), provides maximum microphone sensitivity, while reducing distracting room and background noise. It also features technology that resists interference from mobile phones and other wireless devices, delivering clear communications with no distractions. Plus, Polycom's legendary full-duplex technology ensures that everyone on the call can be heard.

Convenient controls for volume, mute, redial, flash and hold are located on an intuitive, easy-to-use keypad. A handset phone can be plugged in for private calls, or simply switch back to the VoiceStation 300 for hands-free conversations.

### Benefits

- **More productive calls** – Polycom's patented Acoustic Clarity Technology allows simultaneous, natural, free-flowing conversation
- **360-degree room coverage** – A powerful, digitally-tuned custom speaker and three sensitive microphones provide uniform coverage from up to 7 feet away
- **Hands-free calls** – A great hands-free conferencing solution for home offices and small businesses
- **Resists interference from mobile phones** – Clearer calls with no distracting noise from wireless devices
- **Easy to use and install** – Connects into any analog phone jack
- **Secondary phone options** – Plug in a fax machine or computer modem, or plug in a handset for private calls

 **POLYCOM®**

# ► Polycom® VoiceStation® 300 Specifications

## Conference Areas

VoiceStation 300 is ideal for basic conferencing in offices and small conference rooms, accommodating 4 or fewer meeting participants

## Features and Functions

VoiceStation 300 is easy-to-use, with its universal keypad and intuitive functions.

## Console Size

- 9.5 in x 9.25 in x 3.0 in
- (24.2 cm x 23.5 cm x 7.6 cm) (L, W, H)

## Weight

- 1.25 lbs (0.57 kg)

## Power

- 110V 60Hz AC / 220V 50Hz AC (depending on country)

## Network Interface

- Analog PBX or public switched telephone *3.1*

## Keypad

- 19-key telephone keypad including:
  - On-hook/Off-hook
  - Flash, Redial, Mute
  - Volume Up, Volume Down

## LEDs

- Off-Hook
- Active Call,
- Hold
- Mute

## Console Loudspeaker

- Frequency response: 300 to 3300 Hz
- Volume: Adjustable to 86 dBA SPL (peak) volume at 0.5 m

## Console Microphone

- 3 cardioid microphones 300 to 3500 Hz

## Audio

- Polycom Acoustic Clarity full duplex (IEEE 1329 Type 1)
- Up to 7 ft. microphone pickup range
- Gated microphones with intelligent microphone mixing
- Dynamic Noise Reduction

## Regulatory Compliance

- NA CI/C-UL
- FCC Part 68
- FCC Part 15 Class B
- Canadian ICES-003
- CE Mark (R & TTE Directive)
- VCCI Class B (Japan)

## Environmental Requirements

- Operating Temperature: 40 ° -104 ° F (5° to 40° C) operating
- Relative Humidity: 20% to 85% (non-condensing)
- Storage Temperature: 22°-131° F (30°-55° C)

## Recommended Room Conditions

- Room Size: 225 sq. ft or 15 ft by 15 ft (<25 m<sup>2</sup> or 5m X 5m)
- Reverberation Time: <0.4 seconds
- Noise Level: <48 dBA

## VoiceStation 300 Ships With

- Telephone console unit
- Power module
- 21 ft (6.4 m) cord to console
- 7 ft (2.1 m) telco cable to RJ-11 telephone jack
- User Guide

## Warranty

- 12 months

Polycom Worldwide Headquarters  
4750 Willow Road, Pleasanton, CA 94588  
1.800.POLYCOM or +1.925.924.6000  
www.polycom.com



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Part No. 3726-17910-001 Rev 082409

Communicate seamlessly between enterprise locations with integrated messaging applications.

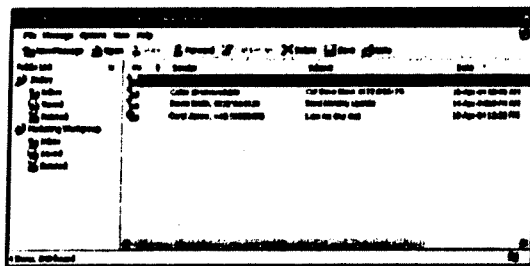


## ShoreWare Unified Messaging software helps enterprises enhance communications

- Improving business performance with better communications
- Protecting current and future investments with seamless scale
- Assuring peace of mind with a distributed architecture with inherent reliability
- Providing advanced features with ease and simplicity installation and administration

## Improve business performance through better communications

With an integrated messaging infrastructure, employees can communicate faster and easier, helping boost business results. All users are on a single system for seamless access to features like reply, forward, broadcast and distribution lists. An intuitive desktop tool makes features approachable, rather than hidden behind cryptic keypad sequences. Voice mail and automated attendant services can be centralized at the main site or distributed throughout the network — and even though there are multiple sites, they still function as a single system. ShoreTel systems even let mobile employees stay in contact while on the road through features like Find Me and Message Notification.



messaging service, the automated attendant, all the user directories... and an e-mail is sent to the user with a link to download their desktop software — all in one click.

## Key Features

### Voice Mail

The ShoreWare Voice Mail service is provided as a standard service for all users. It requires no additional hardware, consumes no ports, and storage is limited only by the size of the server hard disk. In multi-site configurations, voice mail servers can be distributed at larger locations to provide survivable voice mail as well as save valuable WAN bandwidth. The voice mail system supports up to 10,000 mailboxes and features multilingual support for Danish, Dutch (Netherlands), English (UK & US), Italian, French (France), German (Germany), Spanish (Spain & CALA), and Swedish.

### Unified Messaging

The ShoreTel system provides integrated messaging for any PC desktop, as well as unified messaging with Microsoft® Outlook®. This includes voice mail in your inbox, directory dialing using your contacts, contact screen pop, and calendar integration. Messages are stored in the industry standard WAV Audio for Windows® format, allowing you to play them on multimedia PCs, attach them to e-mail messages or embed them in other documents.

### Find Me

The powerful Find Me feature allows calling parties the option to find you on your mobile phone. If you do not answer, the system will pull the call back and the message will be left on the ShoreTel voice mail system.

### Call Handling Modes

With a wide array of call forwarding and personal greeting modes, a business can present a highly professional image. Users can easily program customized responses to meet their individual needs. With just a mouse click, they select from an array of call handling options to manage incoming calls when in a meeting, working from home or out of town. Users can customize their greetings, forward calls to another number, specify how quickly voice mail picks up a call and be notified when a voice mail message is received.

### Message Notification

Using the message notification feature, users can be notified via e-mail, mobile phone or pager when a message has arrived without having to constantly call in to check for new messages. With Escalation Notification diverse methods of notification can be used in repeating cycles to ensure that the message always gets attention.

## ShoreWare Voice Mail ShoreWare Unified Messaging ShoreWare Automated Attendant

### Seamless scale without port and disk limitations

ShoreTel voice mail and automated services run on standard servers distributed across your IP network. Traditional "port" limitations have been removed and "storage" is limited only by the size of the hard disk. Gone are the days of paying for "ports" and "hours" of voice mail.

### Reliability through distributed architecture

The ShoreTel system distributes voice mail and automated attendant to servers across the network. In the event of a WAN outage, the remote voice mail will continue to operate without interruption. In the event a remote voice mail server fails, calls can automatically route to another server to ensure the calling party can be routed or leave a message.

### Simplicity with easy installation and maintenance

The ShoreTel system has been widely recognized for ease of system management. Software installation is fully integrated allowing for smooth system updates. In addition, the entire ShoreTel system is managed through a single browser interface and can be learned in four hours rather than spending weeks in costly certification courses. And when a new user is added to the system, the change is dynamically propagated across all locations updating the ShoreGear voice switches, the voice mail system, unified



## Specifications

### Minimum Hardware Requirements

2.4 GHz Pentium 4 PC  
1 GB RAM  
300 MB hard disk space for software  
30 MB hard disk space per hour of voicemail storage  
100Base-T Ethernet NIC

### Software Requirements

Windows Server 2003  
Standard/Enterprise (SP1)  
Windows Server 2003 R2  
Standard/Enterprise

### Branch Office Solution Integrated Server:

800 MHz or better  
512 MB RAM or better  
40 GB hard disk or better  
CD ROM or better  
10/100 Ethernet NIC or better  
One or more USB ports  
No monitor, keyboard or mouse  
Microsoft® Windows® Server 2003,  
for Telecommunications Systems

### Dial Plan Support

Australia	Malaysia
Austria	Mexico
Belgium	Netherlands
Brazil	New Zealand
Canada	Portugal
Denmark	Singapore
France	Spain
Germany	Switzerland
Hong Kong	Sweden
Ireland	United Kingdom
Italy	USA

### Language Support

Danish  
Dutch  
English (UK)  
English (US)  
French (France)  
German (Germany)  
Italian  
Spanish (Spain & Cala)  
Swedish

## Key Features Cont.

### Automated Attendant

The ShoreWare Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance your company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare Voice Mail service, the ShoreWare Auto-Attendant service also consumes no physical ports and can be distributed at remote locations to save valuable WAN bandwidth.

### Voice Mail

10,000 mailboxes  
21 servers  
3,000 mailboxes/main server  
2,000 mailboxes/distributed server  
254 calls/server  
Unlimited storage  
1000 System distribution lists  
99 Personal distribution lists  
Messaging controls:  
Play  
Record  
Pause  
Rewind  
Fast forward  
Delete  
Save  
Skip  
Reply  
Reply to additional targets  
Reply all  
Forward

### Auto Attendant

256 menus  
256 levels  
256 schedules  
254 calls/server  
Extension access  
DID access  
DNIS access  
Play and record prompts over Telephone or PC  
Scheduled modes per menu (4):  
On-hours  
Off-hours  
Holiday  
Custom

### Branch Office Solution

The Branch Office Solution is a cost-effective option to deploy survivable voice mail, automated attendant and desktop call control service to remote offices with 100 or less users. The Branch Office Solution comes bundled with the necessary software and includes an integrated server. Just add a ShoreGear voice switch with the necessary telephones and user licenses and reduce WAN utilization as well as increase the availability of voice mail for remote workers.

### Compose features:

Mark urgent  
Address by extension  
Address by name  
Address by distribution list  
Broadcast

### Call handling modes:

Five personal modes:  
Standard  
In a meeting  
Out of office  
Extended absence  
Custom

### Call forwarding

Greeting  
Transfer to personal assistant  
Recorded name

### Find Me

Message notification:  
Escalation notification  
Stutter dial tone  
FSK message waiting

### Voice mail full notification

Dial pager  
Dial extension  
Dial external number  
Management features:  
Auto delete by number of days  
Login security  
Change password  
Force password changes  
Password-length limits  
Voice mail permissions  
Message length  
Number of messages  
Broadcast  
Distribution lists  
Message notification  
Automatic message forwarding  
Legacy integration:  
SMDI  
AMIS

### Single digit actions:

Dial by first name  
Dial by last name  
Go to extension  
Go to menu  
Hang up  
Repeat prompt  
Take a message  
Take a message by first name  
Take a message by last name  
Transfer to extension

### Multi-digit actions:

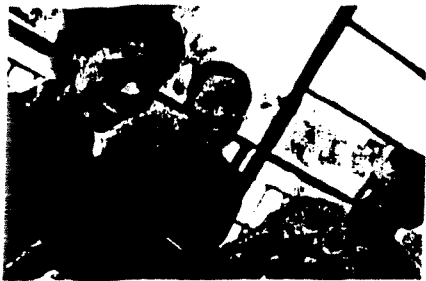
Go to extension  
Go to menu  
Take a message  
Transfer to extension  
Other actions:  
Time out (configurable)  
Too many errors  
Invalid entry



960 Stewart Drive Sunnyvale, CA 94085 USA Phone +1.408.331.3300 +1.877.80SHORE Fax +1.408.331.3333 www.shoretel.com

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# ShoreTel Small Business Edition



Communications that  
can grow with your business



## BENEFITS

- *Installs quickly and easily and centralizes system management*

- *Empowers employees with flexible communication tools, including mobility features, to increase productivity*

- *Improves business agility with a platform built for growth*

*Maintain Your Capital & Protect Your Investment with ShoreTel Financial Solutions*

ShoreTel® is a leading provider of unified communications (UC) systems with a history of satisfied customers that goes back to 1998. Now the power of ShoreTel communications is available in a solution tailored to meet the needs of small businesses.

ShoreTel Small Business Edition (SBE) easily scales to meet the needs of small businesses focused on growth, providing up to 50 users at one location with high-performance, communications. ShoreTel SBE was created to help small business owners empower employees with productivity-boosting UC applications, while delivering exceptional ease of management and low total cost of ownership. Most standard functions, such as adding or changing phones, and moving users, can be done by anyone with basic IT knowledge and skills.

### *Enterprise-class communications*

ShoreTel SBE is an integrated package that includes the hardware and software necessary for enterprise class benefits in a small business environment:

- **Ease of management:** A single-view, Web-based interface centralizes the entire system so it can be managed from anywhere on the network, increasing control and lowering total cost of ownership.
- **The power of ShoreTel:** ShoreTel communications give users new freedom and flexibility with efficient call handling capabilities and mobility features that allow them to connect with more callers.
- **Ease of use:** The most intuitive interface in the industry improves communications and increases productivity.
- **Distributed reliability:** ShoreTel UC systems are built on a distributed architecture that helps ensure 99.999 percent reliability—the most stringent enterprise system availability requirement—with no single point of failure. ShoreGear® Voice Switches use an embedded, real-time operating system, eliminating the requirement for external, Microsoft Windows-based servers to process calls. For maximum availability, the processors that power ShoreGear Voice Switches do not contain mechanical disk drives, eliminating the single most common point of system failure.

If redundancy is required, a second ShoreGear Voice Switch can be added easily and quickly at the site, delivering the only redundant call control available for the small business market.

- **Seamless scalability:** ShoreTel SBE can be easily integrated with your current communications infrastructure, and offers flexible migration options. And, if your needs expand beyond ShoreTel SBE, a simple software upgrade allows your ShoreTel UC system to scale further—no hardware change required.

### *A complete solution*

ShoreTel SBE is an integrated package that provides everything you need to get started quickly:

- 1 ShoreGear Voice Switch
- up to 50 Extension and mailbox licenses
- 1 Extension only license
- up to 50 ShoreWare® Personal Call Manager licenses
- 1 ShoreWare Operator Call Manager license
- preconfigured server for management and advanced applications

Simply select the base package, depending on your system size requirements, and choose from the optional line of telephones to add to the system. ShoreTel ShorePhones®, ShoreTel Converged Conferencing, and ShoreWare Contact Center Workgroups Edition are additional options available.

**SMALL BUSINESS EDITION COMPONENTS**

- ShoreWare Director, Small Business Edition
- Base Package  
ShoreGear 30, ShoreGear 30BRI, ShoreGear 50, ShoreGear 90, ShoreGear 220T1A
- ShoreWare Voicemail
- ShoreWare Automated Attendant
- ShoreWare Personal, Professional or Operator Call Manager
- Integrated Server (monitor, keyboard and mouse are not required)

**About ShoreTel**

ShoreTel is a leading provider unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit [www.shoretel.com](http://www.shoretel.com).



World Headquarters:  
960 Stewart Dr.  
Sunnyvale, CA  
94085 USA

+1 (800) 425-9385 Toll Free  
+1 (408) 331-3300 Tel  
+1 (408) 331-3333 Fax

Info@shoretel.com

www.shoretel.com

EMEA:  
+1 800 408 3313 Freephone  
+44 (1628) 826300 Tel

Asia Pacific:  
+61 (0)2 9959 8000 Tel

**High-performance, ergonomically designed phones**

ShoreTel ShorePhone IP Telephones are ergonomically designed for both comfort and visual impact. Their leading-edge designs, in black or silver, are available in a wide variety of configurations. ShorePhone IP Telephones provide high fidelity audio, capable of delivering seven octaves of the human voice. Built-in functionality includes speakerphone, caller ID, message waiting, as well as services such as transfer, conference, pick-up, park, intercom and bridged call appearance.

**Voicemail and automated attendant**

Voicemail and automated attendant require no additional hardware and consume no ports. Their storage capacity is limited only by the size of the server's hard disk. You can record personal greetings and manage mailboxes from your desktop software or from any telephone, as well as a Microsoft Outlook Inbox. Saved messages can be played on multimedia PCs, forwarded to others and embedded in other documents.

**Productivity tools**

ShoreTel SBE provides a suite of productivity tools, including desktop call control and unified messaging with Microsoft Outlook, as well as features for mobile and remote workers such as Find Me, call handling modes, message notification, SoftPhone and Office Anywhere.

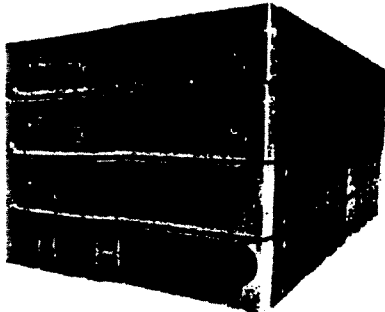
**Small Business Edition Integrated Server specifications**

- Celeron 1.8 GHz CPU
- 2 GB RAM
- 80 GB hard disk or better
- DVD-ROM drive
- 10/100 Ethernet NIC
- Microsoft® Windows® Server 2003, for Telecommunications Systems

	SMALL BUSINESS EDITION	ENTERPRISE EDITION
Sites	1	500
Switches	5	500
Servers	3	21
Users	50	10,000
Telephones	50	10,000
Trunks	50	10,000
Simultaneous calls	50	5,000
Busy hour call completion	500	50,000
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	•
ShoreGear 90	•	•
ShoreGear 90BRI	•	•
ShoreGear 50	•	•
ShoreGear 30	•	•
ShoreGear 30BRI	•	•
ShoreGear T1	•	•
ShoreGear 220T1A	•	•
ShoreGear 220T1	•	•
ShoreGear E1	•	•
ShoreGear 220E1	•	•
Power transfer fallback	•	•
PSTN fallback	-	•
On-net dialing	-	•
SMDI - External voicemail	-	•
Mailboxes	100	10,000
Simultaneous calls / server	10	254
Call handling modes	•	•
Find Me	•	•
AMIS	-	•
SMDI - ShoreTel voicemail	-	•
Menus	256	256
Personal Call Manager	50	10,000
Professional Call Manager	50	10,000
Operator Call Manager	50	200
Office Anywhere	•	•
Conference Bridge	12, 24 port*	12, 24, 48, 96 port
Workgroup Edition (roles, users, supervisors)	50, 90, 50	128, 500, 128
Contact Center Edition	•	•
Enterprise Edition	•	•

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# ShoreGear Voice Switches



Enabling business-critical Unified Communications with high performance and high reliability



## BENEFITS

- **Highly scalable switch solutions meet the needs of enterprises, and small and medium businesses**
- **99.999% system availability exceeds stringent enterprise standards**
- **One system spans multiple locations**
- **Centralized management helps reduce installation**
- **RoHS/WEEE compliant**

ShoreTel® ShoreGear® Voice Switches deliver unified communications to organizations of every size – from large enterprises to small and medium businesses. Highly reliable and intelligent, these ShoreGear devices unify communications across multiple enterprise locations, supporting both Analog, IP phones, and analog devices (fax/modems, etc).

### *Eliminate communication boundaries*

ShoreTel delivers breakthrough unified communications to help organizations realize significant productivity gains, as employees spend less time interacting with disparate voice systems and more time communicating with each other. ShoreTel's Unified Communications (UC) solutions enable flexible dialing across the enterprise, and seamless transfer, conference, pick up, park and intercom between sites.

ShoreTel's UC system also reduces "phone tag" with features designed for efficiency, including the Office Anywhere feature that lets users assign their extensions to any internal or external telephone. Productivity rises and customer satisfaction increases as calling parties connect with the right people, faster.

### *Business-critical reliability*

Voice communications are the foundation of any business, demanding the utmost in system availability. ShoreGear Voice Switches exceed today's most stringent enterprise IT requirements, delivering 99.999 percent availability. For maximum reliability, the processors that power ShoreGear Voice Switches do not require or use mechanical disk drives, eliminating the single most common point of system failure.

ShoreGear Voice Switches use an embedded, real-time operating system and unique call control architecture, enabling them to communicate with each other and distribute call processing in the network. Unlike other solutions, servers can be disconnected from the ShoreTel UC system and the switches will continue to place and receive calls.

If a ShoreGear Voice Switch supporting IP phones fails or is isolated by a network fault, the phones will automatically failover to another voice switch at the site. Second-, third- and fourth- level redundancy can be configured by simply adding additional voice switches. This "N + 1" form of redundancy is simple, cost effective and extremely reliable.

### *Smooth migration and seamless scalability*

With 15 stackable, space-efficient designs, ShoreTel offers a wide range of solutions for organizations of any size. Growing companies can simply add ShoreGear Voice Switches; the system scales geometrically and seamlessly. Enterprises can also migrate to IP telephony over time using the ShoreGear Primary Rate Interface (PRI) options to provide tandem trunking and coordinated dialing with existing PBXs.

### *Lower total cost of ownership*

The exceptional ease of installation, ease of use and centralized management help lower ongoing maintenance and operating expenditures of ShoreTel's UC system. New ports and users can be added by simply connecting switches to the network. ShoreWare® Director management software automatically discovers new switches and adds them to the ShoreTel UC system. Designed for power efficiency, ShoreGear Voice Switches also help lower energy consumption and further corporate green initiatives.

"Unified Communications and Collaboration: Top VoIP Providers," Nemertes Research, July 2008. Nemertes Research, July 2008. Nemertes Research, July 2008.

MODEL	ShoreGear 24A	ShoreGear T1k	ShoreGear 220T1/ ShoreGear 220T1A
IP phones			220
Analog phones	24		- / 4
Loop start trunks	-	-	- / 2
DID trunks*	-	-	- / 4
Extensions (telephones)	24	-	- / 4
Digital trunk channels		24/23B + D	24/23B + D
Integrated CSU		•	•
Line and payload loopbacks		•	•
Line and payload loopbacks		•	•
Voicemail storage			
Mailboxes			
Make Me Conference Ports	24		- / 6
Port capacity	10,000 ports	10,000 ports	10,000 ports
Switch capacity	500 switches	500 switches	500 switches
10M/100M Ethernet (RJ-45)	2	2	2
Analog	RJ-21X		-RJ-21X
Audio Input and Output (mini)	•	•	•
T1 / E1 (RJ-48C)		•	•
T1 / E1 monitor (RJ-48C)		•	•
Maintenance (DB-9)	•	•	•
19" rack mount	•	•	•
Dimensions	17.2 x 1.7 x 14.3 in. 43.6 x 4.4 x 36.3cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x 1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm
Weight	9 lb (4.1 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)
Input voltage, frequency	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz
Input current	2A max.	1A max.	1A max.
Consumption / Dissipation	63 W max.	18 W max.	18/29 W max.
Operating temperature	0° to 50° C	0° to 50° C	0° to 50° C
Operating humidity	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing
Storage temperature	-30° to 70° C	-30° to 70° C	-30° to 70° C

- Telephone Features**  
 500 switches per system  
 Answer  
 Bridged Call Appearance  
 Call barges in  
 Call forward, busy  
 Call forward, external  
 Call forward, no answer  
 Call hold  
 Call join  
 Call park/unpark  
 Call pickup extension  
 Call pickup group  
 Call recording  
 Call stack (1-16 calls)  
 Call redirect  
 Call transfer, blind  
 Call transfer, consultative  
 Call transfer, intercom  
 Call transfer, mailbox  
 Call transfer whisper  
 Call waiting  
 Caller ID name  
 Caller ID number  
 Caller ID blocking  
 Conference (6-party)  
 Conference blind  
 Conference consultative  
 Conference intercom  
 Dial number (speed dial)  
 Directory dialing  
 Distinctive dial tone  
 Distinctive ringing  
 E911  
 Group paging  
 Handsfree  
 Hang up  
 Hold  
 Hot key pad  
 Huntgroups  
 Instadial  
 Intercom  
 Night bell  
 Message waiting  
 Missed call  
 Multiple emergency numbers  
 Multiple line appearance  
 Music-on-hold  
 Operator (O)  
 On hold reminder ring  
 Office Anywhere  
 Outbound caller ID  
 Paging  
 Park and Page  
 Paging extension in paging group  
 Pick up night bell  
 Redial  
 Ringdown  
 Ring tone selection  
 Ring tone personalization  
 Send digits over call  
 Silent monitor  
 SIP  
 Voice mail (V)  
 Whisper page  
 Whisper page mute
- Trunk types**  
 Analog loop start  
 Analog wink start  
 TBR 21 support  
 T1 loop start  
 T1 wink start  
 T1 PRI  
 • N12  
 • 4ESS  
 • 5ESS  
 • DMS 100  
 • OSIG master  
 • OSIG slave  
 • CAS  
 E1 PRI  
 EURO-ISDN  
 • OSIG  
 • Hong Kong Variant  
 • OSIG Basic Call  
 E1 PRI  
 • EURO-ISDN  
 • New Zealand Telecom  
 • OSIG Basic Call  
 SIP  
 • RFC 3261 - SIP  
 • RFC 2976 - SIP INFO  
 • RFC 3891 - SIP Replaces  
 • RFC 3315 - SIP Refer  
 • RFC 2396 - URI  
 • RFC 2308 - OTMP
- Trunk Features**  
 ANI  
 Automatic trunk maintenance  
 Caller ID name  
 Caller ID number  
 Caller ID blocking  
 Centrex flash  
 Dial-in prefix  
 Dial-out prefix  
 DID  
 Digit translation  
 DNS  
 Network call routing  
 Network/User side PRI  
 Off-system extensions  
 SP  
 Tandem trunking  
 Trunk groups
- IP phone support**  
 MGCP  
 VLAN (DHCP)  
 SIP (RFC 2833)  
 TOS/Diff Serv  
 UDP 5004 (patent pending)  
 Wideband codec  
 G.711uLaw  
 G.729A  
 BV-16 codec  
 BV-32 codec  
 802.3af PoE  
 G.722 codec  
 10/100/1000 switch  
 Headset compatible (built-in electronic headset filter)  
 Hearing-aid compatible  
 Programmable buttons  
 Speaker phone (full duplex)  
 Custom ring tones  
 Phone API
- DSP features**  
 Dynamic echo cancellation  
 Dynamic jitter buffer  
 Lost packet handling  
 Voice compression  
 • Wideband  
 • BV-16 codec  
 • BV-32 codec  
 • Linear  
 • G.711  
 • ADPCM  
 • G.722  
 • G.729a
- System features**  
 Account codes  
 ACD (workgroups)  
 Admission control  
 AMS  
 Auto attendant  
 Backup auto-attendant  
 Bridge call appearance  
 Call permissions  
 Extension length (3-5 digits)  
 Fax redirection  
 Feature permissions  
 Integrated voicemail  
 IP phone failover  
 Media encryption  
 Office Anywhere (on-net)  
 Office Anywhere (external assignment)  
 On-net dialing (1-7 digits)  
 Power fail transfer  
 PSTN failover  
 SMDI  
 SMIIP
- Hunt groups**  
 Simultaneous hunt  
 Top down hunt  
 Single or multiple calls per extension  
 Busy out group  
 Busy out extension  
 16 extensions max. per switch  
 5 groups max. per switch  
 Call forward busy  
 Call forward no answer  
 Scheduled modes  
 \*Not all features in this list are supported by every switch. Please contact your ShoreTel representative for more details.

**About ShoreTel**

ShoreTel is a leading provider of Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership.

For more information, visit [www.shoretel.com](http://www.shoretel.com).



World Headquarters:  
960 Stewart Dr.  
Sunnyvale, CA  
94085 USA

+1 (800) 425-9385 Toll Free  
+1 (408) 331-3300 Tel  
+1 (408) 331-3333 Fax

Info@shoretel.com

www.shoretel.com

EMEA:  
00800 408 33133 Toll Free  
+44 (1628) 826300 Tel

Asia Pacific:  
+61 (0)2 9959 8000 Tel

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**Choices to meet every need**

ShoreGear Voice Switches support up to 120, 90, 50 and 30 telephones or combinations of analog devices, providing a full range of solutions that are ideal for enterprise headquarters, regional offices and small to midsize businesses. A power-fall transfer port on all switches ensures dial tone during power outages.

**Voicemail options**

ShoreGear 50V, ShoreGear 90V provide distributed and survivable voicemail and auto-attendant features at a remote office or site. These switches offer an integrated voicemail alternative to server-based voicemail solutions.

**High-density analog option**

The ShoreGear 24A (analog) for high-density analog phone environments is a perfect complement to other ShoreGear switches. ShoreGear 24A provides 24 analog extension ports at sites that require a high analog handset density.

**Digital trunk options**

The ShoreGear 220T1, ShoreGear 220T1A and ShoreGear 220E1 support digital trunks combined with up to 220 IP telephones, within a 1U half-width chassis. ShoreGear 220T1A also supports four analog extensions and two loop start trunks. All the switches provide an audio input port for music-on-hold, plus an audio output port for overhead paging and night bell services.

ShoreGear T1k, ShoreGear 220T1 and ShoreGear 220T1A provide a T1 interface for high-density trunking to a central office. ShoreGear T1 options support loop start, wink start or PRI signaling.

**Key features and capabilities**

**Embedded call control**  
ShoreGear Voice Switches use embedded Linux and VxWorks, leading real-time operating systems, making them immune from the attacks and viruses associated with other solutions. Embedded call

control helps ensure that your organization's communications are delivered by the most reliable, robust platform on the market.

**Distributed call control**

Call control on the ShoreTel UC system eliminates any single point of failure. In the unlikely event a ShoreGear Voice Switch falls or becomes isolated by a network fault, the other switches on the network continue to operate without being affected.

**Gateway failover**

If a ShoreGear Voice Switch connected to the Public Switched Telephone Network (PSTN) fails or is isolated by a network fault, the system will automatically route calls through an alternative switch.

**PSTN failover**

If the Wide Area Network (WAN) is down, or if admission control for voice traffic on WAN is reached, extension-to-extension calls between sites can automatically route over the PSTN, ensuring seamless communication.

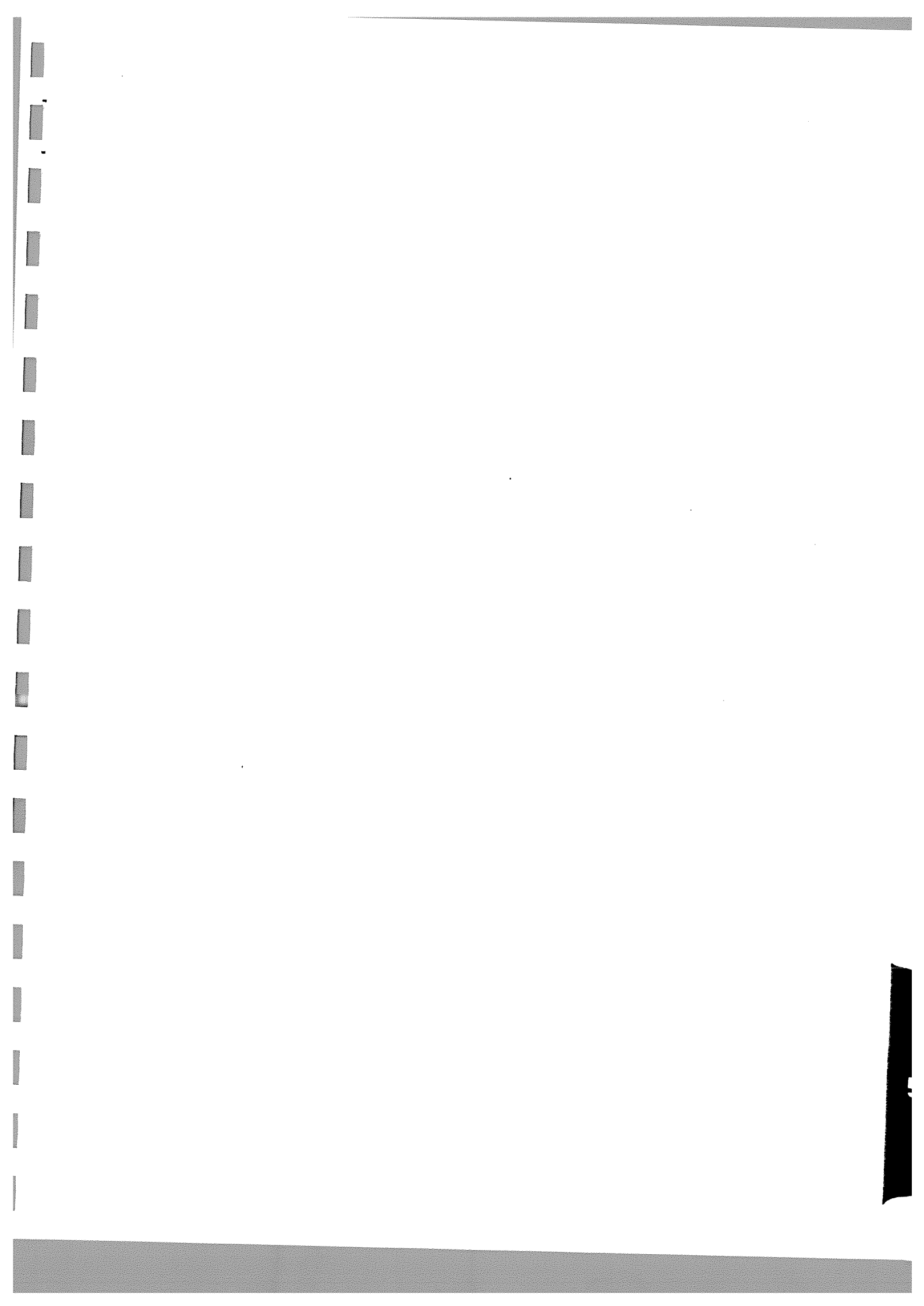
**Ethernet port failover**

ShoreGear Voice Switches feature redundant network uplinks. If the upstream network device fails, voice switches will automatically failover to the redundant link, helping to ensure continuous operation.

**Power failover**

Every ShoreGear Voice Switch features power fail transfer. If a complete power outage exceeds the duration of the reserve power, one analog trunk on the ShoreGear Voice Switch will automatically connect to one analog telephone, providing emergency dial tone.

\* Availability varies based on geography. Please contact your local ShoreTel representative for availability information.




**Section 5**  
**BID DOCUMENTS**



# INVITATION FOR BID

## ISSUING OFFICE:

GENERAL SERVICES AGENCY  
GOVERNMENT OF GUAM  
P.O. BOX PG  
AGANA, GUAM 96910

  
CLAUDIA S. ACFALLE  
Chief Procurement Officer

DATE ISSUED: October 29, 2009

BID INVITATION NO: GSA-994-10

BID FOR: Telephone Service and Equipment

SPECIFICATION: See Attached Specifications

DESTINATION: Bureau of Statistics

REQUIRED DELIVERY DATE: To effectuate on November 17, 2009 thru September 30, 2010

### INSTRUCTION TO BIDDERS:

INDICATE WHETHER:  INDIVIDUAL  PARTNERSHIP  CORPORATION

INCORPORATED IN: \_\_\_\_\_

This bid shall be submitted in duplicate and sealed to the issuing office above no later than (Time) 10:00AM, Date: Nov. 13, 2009, and shall be publicly opened. Bid submitted after the time and date specified above shall be rejected. See attached General Terms and Conditions, and Sealed Bid Solicitation for details.

The undersigned offers and agrees to furnish within the time specified, the articles and services at the price stated opposite the respective items listed on the schedule provided, unless otherwise specified by the bidder. In consideration to the expense of the Government in opening, tabulating, and evaluating this and other bids, and other considerations, the undersigned agrees that this bid remain firm and irrevocable within 90 calendar days from the date opening to supply any or all the items which prices are quoted.

NAME AND ADDRESS OF BIDDER:

SIGNATURE AND TITLE OF PERSON  
AUTHORIZED TO SIGN THIS BID:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

AWARD: CONTRACT NO.: \_\_\_\_\_ AMOUNT: \_\_\_\_\_ DATE: \_\_\_\_\_

ITEM	NO(S)	AWARDED:

CONTRACTING OFFICER:

\_\_\_\_\_  
CLAUDIA S. ACFALLE  
Chief Procurement Officer

NAME AND ADDRESS OF CONTRACTOR:

SIGNATURE AND TITLE OF PERSON  
AUTHORIZED TO SIGN THIS CONTRACT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

**GSA** GENERAL SERVICES AGENCY

(Añensian Setbision Hinirat)

Government of Guam

148 Rt. 1 Marine Drive Piti, Guam 96915

Tel: 475-1713 • Telefax: 472-4217; 475-1716; 475-1727

Accountability • Impartiality • Competence • Openness • Value

INVITATION FOR BID (IFB) NO. : **GSA-994-18**

DESCRIPTION: Telephone Service and Equipment

**SPECIFICATION REMINDER TO PROSPECTIVE BIDDERS**

Bidders are reminded to read the Sealed Bid Solicitation and Instructions, and General Terms and conditions attached to the IFB to ascertain that all of the following requirements checked below are submitted in the bid enveloped, in duplicate, at the date and time for bid opening.

- (X) **BID GUARANTEE (15% of Bid Amount) May be in the form of;**  
Reference #11 on the General Terms and Conditions
- a. Cashier's Check or Certified Check
  - b. Letter of Credit
  - c. Surety Bond - Valid only if accompanied by:
    - 1. Current Certificate of Authority issued by the Insurance Commissioner;
    - 2. Power of Attorney issued by the Surety to the Resident General Agent;
    - 3. Power of Attorney issued by two (2) major officers of the Surety to whoever is signing on their behalf.
- ( ) **STATEMENT OF QUALIFICATIONS**
- ( ) **SAMPLES;**
- (X) **BROCHURES/DESCRIPTIVE LITERATURE;**
- (X) **AFFIDAVIT OF DISCLOSURE OF MAJOR SHAREHOLDERS - Must comply with the following requirements:**
- a. The affidavit must be notarized and dated on the same month as the bid opening;
  - b. Date of signature of the person authorized to sign the bid and the notary date must be the same.
- (X) **OTHER REQUIREMENTS:**  
Non-Collusion Affidate, U.S. D.O.L. Wage Determination & Sexual Offenders Affidate

This reminder must be signed and returned in the bid envelope together with the bid. Failure to comply with the above requirements will mean a disqualification and rejection of the bid.

On this \_\_\_\_\_ day of \_\_\_\_\_, 2009, I, \_\_\_\_\_  
authorized representative of \_\_\_\_\_ acknowledge receipt of this special  
reminder to prospective bidders with the above referenced IFB.

\_\_\_\_\_  
Bidder Representative's Signature

Item NO.	Description	QTY	UOM	Monthly PRICE	Annual PRICE
1.1	Telephone Service As per the following Specifications.	12	Mo.	\$ _____	\$ _____

**SPECIFICATIONS:**

**Telephone Services:**

PBX-based service VOIP is strictly prohibited for this implementation

ISDN/PRI for PSTN trunking supporting 37 total extensions at time of highest utilization.

Unique telephone numbers for each of 37 extensions at the time of highest utilization.

Analog backup lines at times of higher utilization

Fax line with dedicated number

Main telephone line. Preferred extension: 671-642-2010.

Auto-attendant functionality for main line

Caller ID

Voice Mail

Native conference capability sufficient to accommodate up to six separate callers

Authentication code prompt for all long distance calling. (Single code for all users)

Detailed billing of long distance usage on all lines to support management audits/reviews.

**BIDDING ON/REMARKS:**

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**Telephone Equipment:**

ITEM NO.	Description	QTY	UOM	UNIT PRICE	EXTENDED PRICE
2.1	Digital business Phone systems	35	Ea.	\$ _____	\$ _____
3.1	Digital business conference (Speaker) system	1	Ea	\$ _____	\$ _____
4.1	Operator console digital business phone system with appropriate expansion unit(s).	1	Ea	\$ _____	\$ _____

**Schedule and Scalability Considerations:**

- 5.1 November 16, 2009 through January 15, 2010 1 Lot \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 Analog lines supporting 12 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number.  
 (Locations to be determined.)
  
- 6.1 January 15, 2010 through March 15, 2010 1 Lot \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 ISDN/PRI for trunking supporting 24 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number.  
 (Locations to be determined.)
  
- 7.1 March 5, 2010 through June 30, 2010 1 Lot \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 ISDN/PRI for trunking supporting 35 digital Business phone systems, 1 digital business Conference (speaker) system, 1 operator console Digital business phone system, and including 1 fax line with dedicated number.  
 (Locations to be determined.)

8.1 June 30, 2010 through August 31, 2010 1 Lot \$ \_\_\_\_\_ \$ \_\_\_\_\_  
ISDN/PRI for trunking supporting 24 digital  
Business phone systems, 1 digital business  
Conference (speaker) system, 1 operator console  
Digital business phone system, and including  
1 fax line with dedicated number.  
(Locations to be determined.)

9.1 September 1, 2010 through September 30, 2010 1 Lot \$ \_\_\_\_\_ \$ \_\_\_\_\_  
5 analog lines supporting 12 digital business  
phone systems, 1 digital business conference  
(speaker) system, 1 operator console digital  
business phone system, and including 1 fax  
line with dedicated number.  
(Locations to be determined.)

# MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT

TERRITORY OF GUAM)  
 ) as:  
 AGANA GUAM )

I, the undersigned, \_\_\_\_\_ being first  
 (a partner or officer of the company of, etc.)  
 Duly sworn, deposes and says:

1. That the persons who have held more than ten percent (10%) of the company's shares during the past twelve months are as follows:

Name	Address	Percentage of Shares held
_____	_____	_____
_____	_____	_____
_____	_____	_____
Total Number of Shares		_____

2. Persons who have received or are entitled to receive a commission, gratuity or Other compensation for procuring or assisting in obtaining business related to The bid for which this Affidavit is submitted are as follows:

Name	Address	Amount of Gratuity or Other Compensation
_____	_____	_____

Further, affiant sayeth naught.

Date: \_\_\_\_\_

\_\_\_\_\_  
 Signature or individual if bidder is a sole proprietorship; Partner, if the bidder is a partnership; Officer, if the bidder is a corporation.

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

By: \_\_\_\_\_

Notary Public \_\_\_\_\_  
 In and for the Territory of Guam  
 My commission expires \_\_\_\_\_

Felix P. Camacho

Governor



GENERAL SERVICES AGENCY

(Abonain Sothidien Elnirat)

Government of Guam  
148 Route 1, Marine Drive  
PN, Guam 96925

Michael W. Cruz,

Lt. Governor

Louies M. Fera  
Director, Dept. of Administration

Joseph C. Maulbans  
Deputy Director

**FORM OF NON-COLLUSION AFFIDATE**

AFFIDATE

(Prime Proposer)

STATE OF \_\_\_\_\_ )

CITY OF \_\_\_\_\_ ) SS.

\_\_\_\_\_, being first duly sworn  
That he/she is \_\_\_\_\_

(a Partner or Officer of the Firms of, etc.)

The party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham, that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the General Services Agency or any person interested in the proposed contract, and that all statements in said proposal or bid are true.

Signature of Bidder \_\_\_\_\_

Date \_\_\_\_\_

Proposer, if an individual;  
Partner, if a partnership;  
Officer, if a corporation.

Subscribed and sworn before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_

# ETHICAL STANDARDS AFFIDAVIT

## AFFIDAVIT (Proposer)

TERRITORY OF GUAM    )  
                                  )  
HAGATNA, GUAM        )            SS.

\_\_\_\_\_, being first duly sworn, deposes and says:

That I am (the Sole Proprietor, a Partner or Officer of the Offeror)

The Offeror making the foregoing Proposal, that neither he or nor of the Offeror's officers, representatives, agents, subcontractors, or employees of the Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11, and promises that neither he nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standard set for in 5 GCA Chapter 5 Article 11.

\_\_\_\_\_  
Signature of individual if Proposer is a sole Proprietorship;  
Partner, if the Proposer is a Partnership;  
Officer, if the Proposer is a Corporation.

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Notary Public  
In and for the Territory of Guam  
My Commission Expires:





Felix P. Casacho

Governor



GENERAL SERVICES AGENCY

(American Subdivison District)  
Government of Guam  
148 Route 1, Marine Drive  
FHM, Guam 96925

Michael W. Cruz

Lt. Governor

Lourdes M. Perez  
Director, Dept. of Administration

Joseph C. Maribuan  
Deputy Director

FORM COMPLIANCE WITH  
U.S. D.O.L. WAGE DETERMINATION AFFIDATE

AFFIDATE

(Prime Proposer)

STATE OF \_\_\_\_\_ )

) SS.

CITY OF \_\_\_\_\_ )

\_\_\_\_\_ being first duly sworn

That he/she is \_\_\_\_\_  
(a Partner or Officer of the Firms of, etc.)

The party making the foregoing bid, that such bid is genuine and that said bidder agrees, that they are fully aware and is in compliance with Title 5 G.C.A. Chapter 5 §5801 and §5802 Wage Determination, and that the attached is the most recent issued by U.S. D.O.L. for the positions required to implement the required service as per specification on Bid No. \_\_\_\_\_ for \_\_\_\_\_ services.

Therefore, under penalty of perjury, I certify that the facts stated above are true.

Signature of Bidder \_\_\_\_\_ Date \_\_\_\_\_

Proposer, if an individual;  
Partner, if a partnership;  
Officer, if a corporation.

Subscribed and sworn before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public

Note: Bidders are required to attach the most recent wage determination issued by the U.S. D.O. L. for Guam.

**SPECIAL PROVISION  
FOR  
MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT**

All bidders are required to submit a current affidavit as required below, failure to do so will mean disqualification and rejection of the bid.

Excerpt from P.L. 18-44

Section 44. a new Section 6961.3 is added to the Government Code to read.

"Section 6961.3. Disclosure of major shareholders. As a condition of bidding, any partnership, sole proprietorship or corporation doing business with the Government of Guam shall submit an affidavit executed under oath that lists the name and address of any person who has held more than ten percent (10%) of outstanding interest or shares in said partnership, sole proprietorship or corporation at any time during the twelve (12) month period immediately preceding submission of a bid. The affidavit shall contain the number of shares or the percentage of all assets of such partnership, sole proprietorship or corporation which have been held by each such person during the twelve (12) month period. In addition, the affidavit shall contain the name and address of any person who has received or is entitled to receive a commission, gratuity or other compensation for the procuring or assisting in obtaining business related to the bid for the bidder and shall also contain the amounts of any such commission, gratuity or other compensation. The affidavit shall be open and available to the public for inspection and copying"

**EXAMPLE:**

1. A bidder intends to participate in a bid opening on October 15, and submits his/her bid on September 12, the affidavit dated September 10 is acceptable.

**NOTE:** If the affidavit is a copy, indicate the Bid No. and where it is filed.

# GOVERNMENT OF GUAM

GENERAL SERVICES AGENCY

148 Route 1, Marine Drive  
Ptd, Guam 96925

BID BOND

NO. \_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS that \_\_\_\_\_, as Principal  
Hereinafter called the Principal, and (Bonding Company), \_\_\_\_\_  
A duly admitted insurer under the laws of the Territory of Guam, as Surety, hereinafter called the Surety are  
Held firmly bound unto the Territory of Guam for the sum of \_\_\_\_\_

\_\_\_\_\_ Dollars (\$ \_\_\_\_\_), for  
Payment of which sum will and truly to be made, the said Principal and the said Surety bind ourselves, our  
heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for (Identify project by number and brief description)  
\_\_\_\_\_  
\_\_\_\_\_

NOW, THEREFORE, if the Territory of Guam shall accept the bid of the Principal and the Principal shall  
enter into a Contract with the Territory of Guam in accordance with the terms of such bid, and give such bond  
or bonds as may be specified in bidding or Contract Documents with good and sufficient surety for the faithful  
performance of such Contract and for the prompt payment of labor and material furnished in the prosecution  
thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the  
Principal shall pay to the Territory of Guam the difference not to exceed the penalty hereof between the  
amounts specified in said bid and such larger amount for which the Territory of Guam may in good faith  
contract with another party to perform work covered by said bid or an appropriate liquidated amount as  
specified in the Invitation for Bids then this obligation shall be null and void, otherwise to remain full force and  
effect.

Signed and sealed this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

\_\_\_\_\_  
(PRINCIPAL) (SEAL)

\_\_\_\_\_  
(WITNESS)

\_\_\_\_\_  
(TITLE)

\_\_\_\_\_  
(MAJOR OFFICER OF SURETY)

\_\_\_\_\_  
(TITLE)

\_\_\_\_\_  
(MAJOR OFFICER OF SURETY)

\_\_\_\_\_  
(TITLE)

\_\_\_\_\_  
(RESIDENT GENERAL AGENT)

SEE INSTRUCTIONS IN BACK PAGE FOR SUPPORTING DOCUMENTS REQUIRED.

**GOVERNMENT OF GUAM**  
**GENERAL TERMS AND CONDITIONS**  
**SEALED BID SOLICITATION AND AWARD**

Only those Items checked below are applicable to this bid.

1. **AUTHORITY:** This solicitation is issued subject to all the provisions of the Guam Procurement Act (SGCA, Chapter 5) and the Guam Procurement Regulations (copies of both are available at the Office of the Comptroller of Laws, Department of Law, copies available for inspection at General Services Agency). It requires all parties involved in the Preparation, negotiation, performance, or administration of contracts to act in good faith.
2. **GENERAL INTENTION:** Unless otherwise specified, it is the declared and acknowledged intention and meaning of these General Terms and conditions for the bidder to provide the Government of Guam (Government) with specified services or with materials, supplies or equipment completely assembled and ready for use.
3. **TAXES:** Bidders are cautioned that they are subject to Guam Income Taxes as well as all other taxes on Guam Transactions. Specific information on taxes may be obtained from the Director of Revenue and Taxation.
4. **LICENSING:** Bidders are cautioned that the Government will not consider for award any offer submitted by a bidder who has not complied with the Guam Licensing Law. Specific information on licenses may be obtained from the Director of Revenue and Taxation.
5. **LOCAL PROCUREMENT PREFERENCE:** All procurement of supplies and services where possible, will be made from among businesses licensed to do business on Guam in accordance with section 5008 of the Guam Procurement Act (SGCA, Chapter 5) and Section 1-104 of the Guam Procurement Regulations.
6. **COMPLIANCE WITH SPECIFICATIONS AND OTHER SOLICITATION REQUIREMENTS:** Bidders shall comply with all specifications and other requirements of the Solicitation.
7. **"ALL OR NONE" BIDS:** Unless otherwise allowed under this Solicitation, "all or none" bids may be deemed to be non-responsive. If the bid is so limited, the Government may reject part of such proposal and award on the remainder.
- NOTE:** By checking this item, the Government is requesting all of the bid items to be bid or none at all. The Government will not award on an item-by-item basis. Reference: Section 3-101.06 of the Guam Procurement Regulations.
8. **INDEPENDENT PRICE DETERMINATION:** The bidder, upon signing the Invitation for Bid, certifies that the prices in his bid were derived at without collusion, and acknowledge that collusion and anti-competitive practices are prohibited by law. Violations will be subject to the provision of Section 5651 of that of the Guam Procurement Act. Other existing civil, criminal or administrative remedies are not impaired and may be in addition to the remedies in Section 5651 of the Government code.
9. **BIDDER'S PRICE:** The Government will consider not more than two (2) (Base and Alternates) item prices and the bidder shall explain fully each price if supplies, materials, equipment, and/or specified services offered comply with specifications and the products origin. Where base or alternate bid meets the minimum required specification, cost and other factors will be considered. Failure to explain this requirement will result in rejection of the bid.
10. **BID ENVELOPE:** Envelopes shall be sealed and marked with the bidder's name, Bid number, time, date and place of Bid Opening.
11. **BID GUARANTEE REQUIREMENT:** Bidder is required to submit a Bid Guarantee Bond or standby irrevocable Letter of Credit or Certified Check or Cashier's Check in the same bid envelope to be held by the Government pending award. The Bid Guarantee Bond, Letter of Credit, Certified Check or Cashier's Check must be issued by any local surety or banking institution licensed to do business on Guam and made payable to the Treasurer of Guam in the amount of fifteen percent (15%) of his highest total bid offer. The Bid Bond must be submitted on Government Standard Form 88-1 (copy enclosed). Personal Checks will not be accepted as Bid Guarantee. If a successful Bidder (contractor) withdraws from the bid or fails to enter into contract within the prescribed time, such Bid guarantee will be forfeited to the Government of Guam. Bids will be disqualified if not accompanied by Bid Bond, Letter of Credit, Certified Check or Cashier's check. Bidder must include in his/her bid, valid copies of a Power of Attorney from the Surety and a Certificate of Authority from the Government of Guam to show proof that the surety company named on the bond instrument is authorized by the Government of Guam and qualified to do business on Guam. For detailed information on bonding matters, contact the Department of Revenue and Taxation. Failure to submit a valid Power of Attorney and Certificate of Authority on the surety is cause for rejection of bid. (GPR Section 3-202.03.5) Pursuant to Public Law 27-127, all competitive sealed bidding for the procurement of supplies or services exceeding \$25,000.00 a 15% Bid Security of the total bid price must accompany the bid package.
12. **PERFORMANCE GUARANTEE:** Bidders who are awarded a contract under this solicitation, guarantee that goods will be delivered or required services performed within the time specified. Failure to perform the contract in a satisfactory manner may be cause for suspension or debarment from doing business with the Government and to enforce Section 23 of these General Terms and Conditions. In addition, the Government will hold the Vendor liable and will enforce the requirements as set forth in Section 41 of these General Terms and Conditions.
13. **SURETY BONDS:** Bid and Performance Bonds coverage must be signed or countersigned in Guam by a foreign or alien surety's resident general agent. The surety must be an insurance Company, authorized by the government of Guam and qualified to do business in Guam. Bids will be disqualified if the Surety Company does not have a valid Certificate of Authority from the Government of Guam to conduct business in Guam.
14. **COMPETENCY OF BIDDERS:** Bids will be considered only from the such bidders who, in the opinion of the Government, can show evidence of their ability, experience, equipment, and facilities to render satisfactory service.
15. **DETERMINATION OF RESPONSIBILITY OF BIDDERS:** The Chief Procurement Officer reserves the right for receiving from bidders information to determine whether or not they are responsible and to inspect plant site, place of business, and supplies and services as necessary to determine their responsibility in accordance with Section 15 of these General Terms and Conditions (GPR Section 3-401).

16. **STANDARD FOR DETERMINATION OF LOWEST RESPONSIBLE BIDDER:** In determining the lowest responsible offer, the Chief Procurement Officer shall be guided by the following:
- a) Price of items offered.
  - b) The ability, capacity, and skill of the Bidder to perform.
  - c) Whether the Bidder can perform promptly or within the specified time.
  - d) The quality of performance of the Bidder with regard to awards previously made to him.
  - e) The previous and existing compliance by the Bidder with laws and regulations relative to procurement.
  - f) The sufficiency of the financial resources and ability of the Bidder to perform.
  - g) The ability of the bidder to provide future maintenance and services for the subject of the award.
  - h) The compliance with all of the conditions to the Solicitation.
17. **THE BIDS:** If the bids are for the same unit price or total amount in the whole or in part, the Chief Procurement Officer will determine award based on Section 3-202.15.2, or to reject all such bids (CFR Section 3-202.15.2).
18. **BRAND NAMES:** Any reference in the Solicitation to manufacturer's Brand Names and number is due to lack of a satisfactory specification of commodity description. Such reference is intended to be descriptive, but not restrictive and for the sole purpose of indicating prospective bidders a description of the article or services that will be satisfactory. Bids on comparable items will be considered provided the bidder clearly states in his bid the exact article he is offering and how it differs from the original specification.
19. **DESCRIPTIVE LITERATURE:** Descriptive literature(s) as specified in this solicitation must be furnished as a part of the bid and must be received at the date and time set for opening bids. The literature furnished must clearly identify the item(s) in the Bid. The descriptive literature is required to establish, for the purpose of evaluation and award, details of the product(s) the bidder proposes to furnish including design, materials, components, performance characteristics, methods of manufacture, construction, assembly or other characteristics which are considered appropriate. Rejection of the Bid will be required if the descriptive literature(s) do not show that the product(s) offered conform(s) to the specifications and other requirements of this solicitation. Failure to furnish the descriptive literature(s) by the time specified in the Solicitation will require rejection of the bid.
20. **SAMPLES:** Sample(s) of item(s) as specified in this solicitation must be furnished as a part of the bid and must be received at the date and time set for opening bids. The sample(s) should represent exactly what the bidder proposes to furnish and will be used to determine if the item(s) offered complies with the specifications. Rejection of the Bid will be required if the sample(s) do not show that the product(s) offered conform(s) to the specifications and other requirements of this solicitation. Failure to furnish the sample(s) by the time specified in the Solicitation will require rejection of the Bid.
21. **LABORATORY TEST:** Successful bidder is required to accompany delivery of his goods with a Laboratory Test Report indicating that the product he is furnishing the Government meets with the specifications. This report is on the bidder's account and must be from a certified Testing Association.
22. **AWARD, CANCELLATION, & REJECTION:** Award shall be made to the lowest responsible and responsive bidder, whose bid is determined to be the most advantageous to the Government, taking into consideration the evaluation factors set forth in this solicitation. No other factors or criteria shall be used in the evaluation. The right is reserved as the interest of the Government may require to waive any minor irregularity in bid received. The Chief Procurement Officer shall have the authority to award, cancel, or reject bids, in whole or in part for any one or more items if he determines it is in the public interest. Award issued to the lowest responsible bidder within the specified time for acceptance as indicated in the solicitation, results in a binding contract without further action by either party. In case of a error in the extension of price, unit price will govern. It is the policy of the Government to award contracts to qualified local bidders. The Government reserves the right to increase or decrease the quantity of the items for award and make additional awards for the same type items and the vendor agrees to such modifications and additional awards based on the bid prices for a period of thirty (30) days after original award. No award shall be made under this solicitation which shall require
23. **MARKING:** Each outside container shall be marked with the Purchase Order number, item number, brief item description and quantity. Letter marking shall not be less than 3/4" in height.
24. **SCHEDULE FOR DELIVERY:** Successful bidder shall notify the General Services Agency, Telephone Nos. 475-1707 or 475-713, at least twenty-four (24) hours before delivery of any item under this solicitation.
25. **BILL OF SALE:** Successful supplier shall render Bills of Sale for each item delivered under this contract. Failure to comply with this requirement will result in rejection of delivery. The Bill of Sale must accompany the items delivered but will not be considered as an invoice for payment. Supplier shall bill the Government in accordance with billing instructions as indicated on the Purchase Order.
26. **MANUFACTURER'S CERTIFICATE:** Successful bidder is required, upon delivery of any item under this contract, to furnish a certificate from the manufacturer indicating that the goods meet the specifications. Failure to comply with this request will result in rejection of delivery payment. Supplier shall bill the Government in accordance with billing instructions as indicated on the Purchase Order.
27. **INSPECTION:** All supplies, materials, equipment, or services delivered under this contract shall be subject to the inspection and/or test conducted by the Government at destination. If in any case the supplies, materials, equipment, or services are found to be defective in material, workmanship, performance, or otherwise do not conform with the specifications, the Government shall have the right to reject the items or require that they be corrected. The number of days required for correction will be determined by the Government.
28. **MOTOR VEHICLE SAFETY REQUIREMENTS:** The Government will only consider Bids on motor vehicles which comply with the requirements of the National Traffic and Motor Vehicle safety Act of 1966 (Public Law 89-563) and Clean Air Act as amended (Public Law 89-306), that are applicable to Guam. Bidders shall state if the equipment offered comply with these aforementioned Federal Laws.
29. **SAFETY INSPECTION:** All motor vehicles delivered under this contract must pass the Government of Guam Vehicle Inspection before delivery at destination.

**[X] 30. GUARANTEE:**

- a) **Guarantee of Vehicle Type of Equipment:**  
The successful bidder shall guarantee vehicular type of equipment offered against defective parts, workmanship, and performance, for a period of not less than one (1) year after date of receipt of equipment. Bidder shall also provide service to the equipment for at least one (1) year. Service to be provided shall include, but will not be limited to tune ups (change of spark plugs, contact points and condensers) and lubrication (change of engine and transmission oil). All parts and labor shall be at the expense of the bidder. All parts found defective and not caused by misuse, negligence or accident within the guarantee period shall be repaired, replaced, or adjusted within six (6) working days after notice from the Government and without cost to the Government. Vehicular type of equipment as used in this context shall include equipment used for transportation as differentiated from tractors, backhoes, etc.
- b) **Guarantee of Other Type of Equipment:**  
The successful bidder shall guarantee all other types of equipment offered, except those mentioned in 31a, above, against defective parts, workmanship, and performance for a period of not less than three (3) months after date of receipt of equipment. Bidder shall also provide service to the equipment for at least three (3) months. All parts found defective within that period shall be repaired or replaced by the Contractor without cost to the Government. Repairs, adjustments or replacements of defective parts shall be completed by the contractor within six (6) working days after notice from the Government.
- c) **Compliance with this Section is a condition of this Bid.**

**[X] 31. REPRESENTATION REGARDING ETHICS IN PUBLIC PROCUREMENT:** The bidder or contractor represents that it has not knowingly influenced and promises that it will not knowingly influence a Government employee to breach any of the ethical standards and represents that it has not violated, is not violating, and promises that it will not violate the prohibition against gratuity and kickbacks set forth on Chapter 11 (Ethics in Public Contracting) of the Guam Procurement Act and in Chapter 11 of the Guam Procurement Regulations.

**[X] 32. REPRESENTATION REGARDING CONTINGENT FEE:** The contractor represents that it has not retained a person to solicit or secure a Government contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business (GPR Section 11-207).

**[X] 33. EQUAL EMPLOYMENT OPPORTUNITY:** Contractors shall not discriminate against any employee or applicant of employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that employees are treated equally during employment without regards to their race, color, religion, sex, or national origin.

**[X] 34. COMPLIANCE WITH LAWS:** Bidders awarded a contract under this Solicitation shall comply with the applicable standard, provisions, and stipulations of all pertinent Federal and/or local laws, rules, and regulations relative to the performance of this contract and the furnishing of goods.

**[X] 35. CHANGE ORDER:** Any order issued relative to awards made under this solicitation will be subject to and in accordance with the provisions of Section 6-101-03.1 of the Guam Procurement Regulations.

**[X] 36. STOP WORK ORDER:** Any stop work order issued relative to awards made under this solicitation will be subject to and in accordance with the provisions of Section 6-101-04.1 of the Guam Procurement Regulations.

**[X] 37. TERMINATION FOR CONVENIENCE:** Any termination order for the convenience of the Government issued relative to work made under this solicitation will be subject to and in accordance with the provisions of Section 6-101.10 of the Government Procurement Regulations.

**[X] 38. TIME FOR COMPLETION:** It is hereby understood and mutually agreed by and between the contractor and the Government that the time for delivery to final destination or the timely performance of certain services is an essential condition of this contract. If the contractor refuses or fails to perform any of the provisions of this contract within the time specified in the Purchase Order (from the date Purchase Order is acknowledged by vendor), then the contractor is in default. Defaults will be treated subject to and in accordance with the provisions of Section 6-101-06 of the Guam Procurement Regulations.

**[X] 39. JUSTIFICATION OF DELAY:** Bidders who are awarded contracts under this Solicitation, guarantee that the goods will be delivered to their destination or required services rendered within the time specified. If the bidder is not able to meet the specified delivery date, he is required to notify the Chief Procurement Officer of such delay. Notification shall be in writing and shall be received by the Chief Procurement Officer at least twenty-four (24) hours before the specified delivery date. Notification of delay shall include an explanation of the cause and reasons for the delay including statement(s) from supplier or shipping company causing the delay. The Government reserves the right to reject delay justification if, in the opinion of the Chief Procurement Officer, such justification is not adequate.

**[X] 40. LIQUIDATED DAMAGES:** When the contractor is given notice of delay or nonperformance as specified in Paragraph 1 (Default) of the Termination for Default Clause of this contract and fails to cure in the time specified, the contractor shall be liable for damages for delay in the amount of one-fourth of one percent (1%) of outstanding order per calendar day from date set for cure until either the territory reasonable obtains similar supplies or services if the contractor is terminated for default, or until the contractor provides the supplies or services if the contractor is not terminated for default. To the extent that the contractor's delay or nonperformance is caused under Paragraph 40 (Excuse for Nonperformance or Delayed Performance) of the Termination for Default Clause of this contract, liquidated damages shall not exceed the territory. The contractor remains liable for damages caused other than by delay (GPR Section 6-101-08.1).

**[X] 41. PHYSICAL LIABILITY:** If it becomes necessary for the Vendor, either as principal, agent or employee, to enter upon the premises or property of the Government of Guam in order to construct, erect, inspect, make delivery or remove property hereunder, the Vendor hereby covenants and agrees to take, use, provide and make all proper, necessary and sufficient precautions, safeguards and protections against the occurrence of any accidents, injuries or damages to any person or property during the progress of the work herein covered, and to be responsible for, and to indemnify and save harmless the Government

of Guam from the payment of all sums of money by reason of all or any such accidents, injuries or damages that may occur upon or about such work, and fines, penalties and loss incurred for or by reason of the violations of any territorial ordinance, regulations, or the laws of Guam or the United States, while the work is in progress. Contractor will carry insurance to indemnify the Government of Guam against any claim for loss, damage or injury to property or persons arising out of the performance of the Contractor or his employees and agents of the services covered by the contract and the use, misuse or failure of any equipment used by the contractor or his employees or agents, and shall provide certificates of such insurance to the Government of Guam when required.

42. **CONTACT FOR CONTRACT ADMINISTRATION:** If your firm receives a contract as a result of this Solicitation, please designate a person whom we may contact for prompt administration.

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Felix P. Camacho

Governor



**GENERAL SERVICES AGENCY**

(Aghasian Setblalon Hlnirat)  
Government of Guam  
148 Route 1 Main Drive  
Piti, Guam 96915

Michael W. Cruz

Lt. Governor

Lourdes M. Perez  
Director, Dept. of Administration

Joseph C. Manibusan  
Deputy Director

November 04, 2009

**INVITATION TO BID NO. GSA-004-010**

**Telephone Service and Equipment**

There will be a site visit tomorrow November 5, 2009 for the above Invitation Bid at 2:00 P.M. at 770 East Sunset Blvd., Suite 280 Tiyan.

  
Claudia S. Acfalle  
Chief Procurement Officer

11/4/09  
DATE

**ACKNOWLEDGEMENT COPY**

RECEIVED BY: 

DATE: 11/4/09  
*Rec'd Data System Dept. Josephine*  
*300-0265*