

PDS

**OPA Procurement Appeal  
OPA-PA-12-016  
EXHIBITS**

- Exhibit 16-A: GSA Amendment #4 issued new revised Bid Forms (RBF 1 – 15)
- Exhibit 16-B-RBF1: Copy of RBF1 from Amendment #4
- Exhibit 16-B-RBF2: Copy of RBF2 from Amendment #4
- Exhibit 16-B-RBF3: Copy of RBF3 from Amendment #4
- Exhibit 16-C: Page 1 of GSA response to bidders questions dated Sept 17
- Exhibit 16-D: GTA BF #1
- Exhibit 16-E: GTA BF #3
- Exhibit 16-F: Present transcription of clarification meeting held between GSA and GTA.
- Exhibit 16-G: GSA request for written clarifications as a result of the GSA meeting.
- Exhibit 16-H: GTA letter clarifying the phone models offered on its BF3
- Exhibit 16-I: Datasheet for Cisco SPA501G
- Exhibit 16-J: Introduce actual Cisco SPA501G phone set
- Exhibit 16-K: Datasheet for the Cisco SPA504G review
- Exhibit 16-L: PDS Evaluation sheet
- Exhibit 16-M: May 3, revised bid status
- Exhibit 16-N: Review GSA protest response letter issued on Oct 5, 2012

GSA-064-11  
Amendment No. 4

Eddie Baza Calvo  
Governor



GENERAL SERVICES AGENCY  
Government of Guam  
148 Route 1 Marine Drive Corp  
Piti, Guam 96915

Ray Tenorio  
Lt. Governor

Bonita Mangione  
Director, Department of Administration

George A. Santos  
Deputy Director

**Response to Questions Lodged by Prospective Bidders**  
**September 16, 2011**

Bid Invitation No. GSA-064-~~11-00000000000000000000~~  
Amendment No.: 4

*Ref: to GSA @ 475-1727*  
**RECEIVED BY** Josephine Chong  
**DATE** 9/20/11

This amendment is issued to change or add the following to the IFB:

1. Amend to include Attachment B Location Spreadsheet.
2. On Page 2 of 56 under Statement of Qualifications: Add the statement "The Statement of Qualifications should describe the technical and financial capability of the company to perform the statement of work in accordance with the IFB."
3. On Page 25 of 56 under "Bid Submission for the following services", Part D shall read from: Part D - Integrated Services Digital Networking (ISDN) Primary Rate Interface (PRI), Basic rate Interface (BRI), and Session Initiation Protocol (SIP) Trunks; to New read:

**Part - D Integrated Services Digital Networking (ISDN) Primary Rate Interface (PRI), Basic rate Interface (BRI), and Session Initiation Protocol (SIP) Trunks and Direct Inward Dialing (DID).**

4. On Page 25 of 56 under Bid Submission for the following services delete Part J "Direct Inward Dialing (DID) Numbers in its entirety.
5. On Page 25 of 56 under Bid Submission paragraph 6 change to read from: The Bidder is to provide a Notice to the Chief Procurement Officer of any lower prices offered for a service. Should rates not be adjusted, the GovGuam shall be entitled to a 10% penalty in addition to the price difference for the period of time another customer that is smaller than or equal to the size of GovGuam receives a larger discount for tariff services provided for under this IFB; to New Read:

The Bidder is to provide a Notice to the Chief Procurement Officer of any lower prices offered for a service. Should rates not be adjusted, the GovGuam shall be entitled to penalty of one-fourth (¼) of one percent (1%) per calendar day Pursuant to 2GAR Div. 4 (9) Liquidated Damages Clause in addition to the price difference for the period of time another customer that is smaller than or equal to the size of GovGuam receives a larger discount for tariff services provided for under this IFB.

32. **On Page 51 of 56** under Special Conditions – Paragraph 5 change to read from: Bidder must have no more than 3 hops to reach a Guam Site and have less than a 100 ms ping time; to **Now Read:**

Bidder must have no more than 3 AS (Autonomous System) numbers to reach a Guam Site and have less than a 100 ms ping time.

33. **On Page 56 of 56** under Special Conditions **Delete** Bid Form 16 in its entirety.

34. **On Bid Form 0 (BF 1) through 15 (BF 15)** was replaced by Revised Bid Forms to **Now Read:** Revised Bid Form 0 (RBF 1) through Revised Bid Form 15 (RBF 15)

35. Bid opening date to change from: 10:00 a.m. August 22, 2011 to **Now Read:** 10:00 a.m. October 21, 2011.

  
CLAUDIA S. ACFALLE  
Chief Procurement Officer

**Bid Form 1 - Point-by-Point Response for Centrex Telephone Service**

<b>BIDDER NAME:</b>	<b>USAC SPIN:</b>
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The Bidder shall complete Columns C and D. If the response is unclear, then, the Bidder may be deemed non-responsive. All documentation in the proposal to support the position in Column C should be noted in Column D.

Column A	Column B	Column C	Column D
General and Special Requirements	Type (Informational or Requirement)	Bidder Shall Acknowledgement and State Agreement and Compliance (Or Provide Detailed Explanation of Issue and/or Deficiency and How It Will be Resolved)	References in Proposal
<b>A. SPECIFICATIONS</b>			
1. The Bidder must be able to provide Plain Old Telephone Services (POTS) and Enhanced Centrex services as specified in the system and station features in the section which follows.	Requirement		
2. The Bidder shall provide use of all system and station features available from the Class 5 serving features of Metaswitch Networks and other Metaswitch documents. This includes, but is not limited to, all CFS Basic Feature Set, Hosted PBX feature set, Multi Line Hunt Group (MLHG), Multiple Appearance Directory Numbers (MADN), and MetaSphere Comm Portal BG Administrator, as described in the Business Services Solutions Description Guide (VMP-365-0200) issued by Metaswitch.	Requirement		
3. The Bidder shall provide line services through underground telecommunication interconnection and hardened Central Office facilities.	Requirement		
4. The Bidder may use analog or digital signaling for the Centrex Feature Phones. If digital signaling is used, the Bidder shall describe the impact that it may have on the Centrex service during power outages.	Requirement		
5. All analog services shall be line powered from the CO or serving vehicle.	Requirement		
6. The system shall support the current embedded base of FCC 2500 analog handsets.	Requirement		
7. For the analog Centrex lines proposed by the Bidder, the Bidder shall be aware that facsimile devices may be connected to the analog line. The Bidder shall describe any limitations on the use of an analog Centrex line for facsimile services.	Requirement		
8. The Bidder shall provision sufficient digital transmission capacity for the advanced voice services and shall not mix the voice traffic with any data services that a Bidder may provide to the customer group.	Requirement		

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9. For digital Centrex lines, 15% of line services ordered by GovGuam shall be continuously line powered by the CO. The digital lines that shall have continuous line power will be designated by the GovGuam.	Requirement		
The Bidder must describe how line power will be delivered to the 15% of phones that must operate beyond the 12 hour period.	Requirement		
10. All other digital lines shall be capable of power for 12 hours following a power outage.	Requirement		
11. In summary, all analog basic and feature set lines must be 100% line powered with 15% of all digital sets line powered. The rest (85%) of the digital lines must be powered for a minimum 12 hour period when power to a site is unavailable.	Requirement		
12. The Bidder shall describe how such digital transmission will be provisioned in the Technical Information for Part A.	Requirement		
13. The Bidder must be able to demonstrate line power for the 15% of digital phones at the time of bid submission. Failure to do so may result in a disqualification of the Bidder.	Requirement		
14. The Bidder shall specifically describe how phone services may be affected after a power outage of more than 12 hours at the user building. Presume for this exercise that there is no power outage at the serving CO facility. The Bidder must indicate what features will be lost during a power outage in the Technical Submission.	Requirement		
15. The voice network of the Bidder shall be completely separate from the data network of the GovGuam.	Requirement		
16. The Bidder shall use the existing main and intermedlate distribution frames and Inside Wire (IW).	Requirement		
17. The Bidder shall be responsible for the maintenance of all Inside Wire (IW) where services are provided.	Requirement		
a. The Bidder shall be responsible for inside wire maintenance and shall reflect the charge for any inside wire in the line charge. IW maintenance shall include replacement due to pests that may eat through IW.	Requirement		

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<p>b. Should new Inside Wire (IW) be required for new phone service, the Bidder shall be required to provide for the new Inside Wire at no additional charge. All IW will terminate at standard jacks and equipment and shall be installed in accordance with the standards of the National Electric Code, the National Electric Safety Codes, Part 68 of the FCC Regulations, equipment manufacturers and other applicable codes. The wiring to the jacks shall be in comparable enclosures based on the condition of the building and office.</p>	Requirement		
<p>18. The Bidder shall provide all Centrex services through a Class 5 switch.</p>	Requirement		
<p>a. All Centrex connected lines shall be powered through electrical power sent through the Centrex lines. This means that the phone service is not dependent on the power within a building. GovGuam understands that Feature Phones would not have features like call display when the power is unavailable. The Bidder must describe any inability to provide such service or feature during a power outage, and/or any condition which may impact the full operations where electric power is unavailable at a building.</p>	Requirement		
<p>b. The Bidder shall describe how the proposed Class 5 switch will provide power to telephone stations during a disaster where the electric power utility is not able to provide power to a building.</p>	Requirement		
<p>c. The Bidder shall describe the self-power generation capability of the Central Office and what the Bidder is responsible for doing pre-, during and post-disaster.</p>	Requirement		
<p>d. The Bidder shall describe the type of power system at the CO and whether such losses of power provided at a CO by the Power Utility will affect the telephone services proposed and how the GovGuam might mitigate against a loss of service for critical agencies.</p>	Requirement		

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<p>19. The Bidder, if not the Incumbent LEC, will port the existing phone numbers to the new system during the initial conversion. Local Number Portability (LNP) is defined by the Telecommunications Act of 1996 as: "the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers, without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another." Any charge for LNP shall be embedded in the MRC price of the service.</p>	Requirement		
<p>20. The Bidder, following the initial conversion, shall determine whether there are any conflicts with the establishment of a 5 digit (internal GovGuam dialing plan) for all offices. The determination shall be completed within 30 days after the initial conversion.</p>	Requirement		
<p>As part of the determination, the Bidder shall identify the numbers which may be the same following the conversion. The GovGuam will evaluate and consult with the agencies on the conflicts with the numbering plan.</p>	Requirement		
<p>Should the GovGuam elect to implement a 5-digit dialing plan, the Bidder shall work with the Bureau of Information Technology on the implementation of the plan. Once the sole election of the GovGuam to convert to the 5 digit dialing plan, the Bidder shall provide for 5-digit dialing within the GovGuam customer group within 60 days.</p>	Requirement		
<p>21. The service shall enable the user to set and configure the feature options through a Web Based interface. This will not require the provider to make the changes.</p>	Requirement		
<p>22. The Bidder shall provide, at no additional charge, the election of the GovGuam not to publish numbers. The Bidder shall describe the process by which this requirement will be met.</p>	Requirement		
<p>23. Enhanced E911 - The service must at the time of installation be able to pass identifying digits from an originating station for Enhanced 911 calling party location. At a minimum, the service must be able to identify the building location. It must be able to originate from both proprietary digital telephones as well as analog telephones. The E911 call must be received at the Guam E911 Public Service Answering Point (PSAP) that serves the geographical area of the calling station's physical location.</p>	Requirement		

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24. E911 - Event Notification capability – The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call.	Requirement		
25. Flexible Numbering Plan -The service must have the capability to function within a variable numbering plan arrangement for station address designation.	Requirement		
26. Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3.	Requirement		
27. Caller ID - The Bidder shall provide Caller ID (name and number) on all the display phones.	Requirement		
28. Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party.	Requirement		
29. Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The Bidder shall ensure that Calling Party ID is passed through the carrier circuits.	Requirement		
30. Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam.	Requirement		
The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam.	Requirement		
31. Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories.	Requirement		
32. Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring.	Requirement		
33. SMDR Data - The Bidder shall provide to the GovGuam Station Message Detail Recording (SMDR) and Long Distance call data by station line, authorization code, number called, date, time of call start, time of call end, and number of minutes and seconds.	Requirement		



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The SMDR data shall be provided in electronic form, on a CD or DVD, as an excel spreadsheet or other data file format as directed by the Bureau of Information Technology (BIT). The data shall be provided on a monthly basis and within 5 working days following the last day of the month.	Requirement		
This IFB constitutes authority over the conditions of the purchase by the Government of Guam and authorizes the release of customer records and other information to the Bureau of Information Technology in accordance with Section 222 of the U.S. Telecommunications Act of 1996. The chief executive of any independent organization shall specify the office and person that shall receive the data and information required under this IFB.	Requirement		
The Bureau of Information Technology, on behalf of the Government of Guam and in accordance with the IFB requirements, shall instruct the Bidder on how the SMDR data shall be provided for all Executive Branch agencies to both the BIT and the Executive Branch agency. The BIT shall provide to the Bidder/Contractor the name of the office or person that will receive the data for each Executive Branch agency.	Requirement		
The SMDR data for the Attorney General and for the Police Department shall be provided directly to the respective office designated by the head of the agency.	Requirement		
For all other Executive Branch agencies, the SMDR shall be provided to the BIT and to the Executive Branch agency.	Requirement		
The head of any independent agency that elects to use the Price List will provide instructions to the Bidder/Contractor regarding the office that should received the SMDR data.	Requirement		
34. The Bidder shall provide a trouble call number for problems in a 365 x 7 x 24 basis. The Bidder shall be required to respond to any trouble calls within two (2) hours.	Requirement		
35. The Bidder shall provide a trouble ticket tracking system with Web based access that enables updating and direct recordation of the status of the trouble response. The system must also enable the recordation of communication between the trouble call center and the customer. The trouble ticketing information and voice recording shall be accessible by the GovGuam for the duration of the bid award.	Requirement		

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36. The Bidder shall comply with Communications Assistance for Law Enforcement Act (CALEA).	Requirement		
<b>B. SYSTEM AND STATION FEATURES</b>			
1. Dialing – The Bidder must have Dual Tone Multi-Frequency (DTMF) Dialing.	Requirement		
2. Wireless Hands-Free – The Bidder shall propose wireless handsets for both single and multi-line Feature Phones.	Requirement		
3. Multi-Way Conference Calling -The called party or the calling party in the network can add a third person to the call by briefly depressing the key or switch hook for dial tone. This feature shall be available to all lines.	Requirement		
4. Advanced Audio Conferencing – The Bidder shall enable the advanced Feature sets based on digital transmission lines to conference up to 10 participants.	Requirement		
5. Voice Records – The Bidder shall propose an ancillary device that would enable both single and multi-line Feature Phones to record calls and store the recording on Windows desktop computers as a .wav or .mp3 file.	Requirement		
6. Station Toll Restriction – Stations through their individual class of service may be restricted to various pre-programmed dialing levels, thus prohibiting certain stations from various levels of toll access. This feature must also be able to restrict "dial around" toll access.	Requirement		
7. Call Pickup – This feature permits one station to answer incoming calls originally directed to another station. This feature shall operate both within defined groups of stations as well as in between groups as a directed call pickup of a particular station.	Requirement		
8. Call Forwarding – This feature allows a call directed to a station to be routed either to another station, a local exchange station or the attendant with the following variations.	Requirement		
a. Call Forwarding Variable – Forwards all calls.	Requirement		
b. Call Forwarding Busy - Forwards calls only if the called station is busy.	Requirement		
c. Call Forwarding Don't Answer - Forwards calls only if the called station does not answer within a variable pre-programmed time.	Requirement		
9. Call Transfer – Ability to transfer calls from one station to another.	Requirement		
10. Group Intercom – Abbreviated dialing for persons within working group with automatic speakerphone if phone is capable.	Requirement		

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11. Do Not Disturb – Ability to busy out the telephone so no calls come through.	Requirement		
12. Group Intercom with Page – Ability to page individuals within group via a group broadcast to speakerphone.	Requirement		
13. Call Waiting and Call Waiting Intra-Group - During any call in progress, another incoming call shall cause a distinctive tone to be applied to the called party denoting another call is waiting. The called station can either place the call in progress on hold or disconnect or chose to ignore the incoming call. Service must also be able to disable this feature.	Requirement		
14. Distinctive Ringing - A distinctive ringing cycle must be provided when either the attendant or a trunk with direct inward dialing calls a station. This particular ringing cycle will differ from the ringing cycle of a station-to-station call.	Requirement		
15. Call Park - During any call in progress, the subscriber shall be able to place the call in a "park" position by activating the switch hook flash and dialing the appropriate feature code. The subscriber can then go on-hook and make other calls. Any subscriber can connect to the parked call by dialing the call park retrieval code. If a call has been parked for longer than a variable pre-programmed interval (e.g. 30-120 seconds) it shall automatically be rerouted to the originator of attendant.	Requirement		
16. Speed Calling - This allows the station users within the system to call any list of pre-programmed numbers, either local or distant, by dialing an abbreviated code or two or three digits. The list of abbreviated codes is common to each subscriber in the service.	Requirement		
17. Common Hold - Ability to retrieve a call from any station or station appearance by using a common pre-determined code.	Requirement		
18. Music-on Hold – Ability to have music and/or other pre-recorded messages play when placed on hold.	Requirement		
19. Directed Call Pick-up - Ability to retrieve a call from a ringing station by dialing the ringing station and pressing a common pre-determined code.	Requirement		
20. Call Park and Pickup - A user who has answered a call may "park the call" and another extension may now pick up the parked call. The Bidder phone must have an indicator lamp so that other users may see that a call has been parked and answer the call. The parked call must be returned to the user if the call is not picked up.	Requirement		

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21. Monitored line pickup - The system must provide for "call coverage". When the monitored extension has a call in the ringing or held state, an indicator lamp associated with the extension flashes. The call can be then be answered by picking up the phone and pressing the key associated with the monitored extension.	Requirement		
22. Direct Station Select and Shared Line Appearance - A feature that will enable the feature station to have multiple line appearances and will enable the user to select use of any of the lines.	Requirement		
23. Last Number Redial - Ability to dial a pre-determined common code and redial a number called either on or off the Centrex system.	Requirement		
24. Message Waiting - The ability to have a message waiting indication by stutter dial tone on all sets and both stutter dial tone and indicator lamp on display sets.	Requirement		
25. Call Distribution - Call Distribution shall provide, at minimum, agent login/logout, agent status and observe key, call Supervisor Key, Headset Operation, In-Calls Key with an Automatic Call Distribution (ACD) station, Call Transfer, Music on Delay, Night Service, Automatic Overflow.	Requirement		
26. Attendant Console - The attendant console is a business phone that supports the addition of "sidecar" modules with keys and lamps, where each key / lamp pair is mapped to a specific extension. The attendant can see at a glance which extensions are busy and which are free by looking at the lamp associated with each extension, and can use this knowledge to respond to incoming callers in the most appropriate way. The attendant can also transfer a call to any given extension simply by pressing the key associated with that extension. This mode of operation is known as Direct Station Select / Busy Lamp Field.	Requirement		
27. Voice Mail (VM)/Unified Messaging Service (UMS) - Voice Mail Services/UMS for the GovGuam subscribed lines shall be available at no additional charge.	Requirement		
a. Voice Mail Service shall be capable of holding a minimum of 30 minutes of voice mail messages for every service line as provided for in the services feature description.	Requirement		
b. The Voice Mail Service must provide password controlled access and enable the subscriber to change the password.	Requirement		

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c. Message Waiting – The system/station must have a message waiting lamp for Feature Phones.	Requirement		
d. The Voice Mail must allow the station with password access to play, replay, rewind, skip, delete, and save a message.	Requirement		
e. The Voice Mail Service must enable the station to play, record, modify, and delete a personal greeting.	Requirement		
f. The Voice Mail Service shall have the capability for a subscriber to send a copy of the voice mail in wav or mp3 format to the electronic mail address of the voice mail user with the date and time on the email. The Voice Mail shall remain available for use.	Requirement		
g. The Voice Mail Service must be usable by the basic telephone through DTMF signaling.	Requirement		
28. Auto-Attendant – The capability for the user to provide for automated answering of incoming calls by an interactive voice response system that plays customer-defined announcements, and responds to DTMF key tones from the caller so as to direct the call to the most appropriate location in the business. In general, there is no direct interaction between auto-attendant services and SIP phones.	Requirement		
29. Automatic Route Selection (also known as Least Cost Routing) – The ability to route calls to be completed automatically through least cost route possible based on LD provider, time-of-day, and day (e.g. weekday, weekend, holiday).	Requirement		
<b>C. TELEPHONE STATIONS</b>			
1. The Bidder shall offer a range of analog, single line feature phone, and multi-line Feature Phones. An Automated Call Distribution station shall also be provided. The phone specifications and user manuals must be included in the Bid.	Requirement		
2. All phones proposed must have a Message Waiting lamp.	Requirement		
3. The Bidder must also provide a forty-eight (48) month lease-to-purchase plan for all the phones.	Requirement		
4. All Feature phones must have a Message Waiting Lamp that enables the user to know of voice mail.	Requirement		
5. The Feature Phones must have the number of programmable or multiple line keys available.	Requirement		

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6. If VOIP is used, the Feature phones must be SIP compliant and able to interoperate with all Metaswitch features.	Requirement		
7. All Feature Phones must have hands-free speakerphone capability.	Requirement		
8. The Bidder phones must have an option for wireless handsets.	Requirement		
9. The Bidder must propose an Attendant console. The console must be able to show up to 50 line appearances.	Requirement		
<b>D. SPECIAL CONDITIONS</b>	Requirement		
1. The Bidder shall complete Bid Forms 1, 2, & 3. Reminder, the Bidder shall provide 1 original and 4 copies	Requirement		
2. The Bidder shall indicate in Bid Form 1 whether the Bidder complies with the Scope of Work proposed for the GovGuam. If the Bidder complies with a service level, the Bidder must provide a feature phone that meets all of the requirements, including providing multiple function keys to activate the services.	Requirement		
<b>Charges</b>	Requirement		
a. The Bidder shall provide the total monthly recurring cost (MRC) to meet the Features provided for in Bid Form 2. The Bidder shall specify the line charge, phone charge, any universal service fee, any tax, and any other MRC charge. The Bidder shall provide a total MRC that includes all rate elements, including any taxes, universal service charge, and so on.	Requirement		
b. The Bidder shall provide a separate purchase charge and monthly lease to purchase for the telephones. The Bidder shall provide a monthly lease shall include maintenance and be replaced by the Bidder, except for to purchase, and maintenance. The lease purchase shall be based on a four year lease period.	Requirement		
4. The Bidder/contractor must provide, on a monthly basis, a complete, excel data file of all services and charges (including, but not limited to monthly charge, taxes, instrument charge, and others) by the line. The excel file must include column headers for the Department, location, line number, and other descriptive information required by the BIT or the GSA.	Requirement		
5. Any additional service will be treated as separate charges.	Requirement		

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6. The Bidder must describe the specific Class 5 switch in the Bid Response. The Bidder must describe the type, capacity, and features of the switch in the technical description of the system and service. The Bidder shall provide installation charge for new services.	Requirement		
7. Conversion Plan	Requirement		
a. The Bidder must submit a conversion plan. The plan requires that all government offices be converted within 90 calendar days from the Notification to Proceed.	Requirement		
b. The Bidder/Contractor shall have 15 working days to prepare a complete implementation plan for acceptance by the BIT. Once the plan is approved by the BIT, the Bidder shall initiate implementation.	Requirement		
c. The Bidder/Contractor shall be responsible for providing training on the features and functions of the system. The Bidder/Contractor shall provide training to a minimum of 1 representative from each Government agency for each 10 lines ordered by GovGuam. Training shall also be provided for auto-attendant features. The BIT will coordinate the training for all agencies.	Requirement		
d. The Bidder/Contractor shall provide a comprehensive training workshop for up to 15 individuals on the Metaswitch management, which addresses system administration and telephone programming.	Requirement		

Bid Form 2 - Non-Recurring and Monthly Recurring Cost (MRC) for Centrex Telephone Service

BIDDER NAME:		USAC SPIN:									
A	B	C	D	E	F	G	H	I	J		
	ONE-TIME	MRC	SURCHARGES								Total MRC
Item Required for Bid	One-Time Installation and Activation	MRC for Centrex Service	Subscriber Line Charge	Universal Services Fee	Local Number Portability	Gross Receipts Tax	Other MRC Charge (Bidder may add any other surcharge)	Other MRC Charge (Bidder may add any other surcharge)	Other MRC Charge (Bidder may add any other surcharge)	Total Monthly Recurring Cost (Exclude any One-Time Charges)	
Analog Plain Old Telephone Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Centrex with All Features Provided in the IFB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

The Bidder may describe any other monthly recurring cost (MRC) by adding a column. Begin with using Column H.

The Total MRC in Column J must reflect the MRC for the Centrex Phone Service which enables all features specified in the Specifications.

For the purposes of bid evaluation, the bid evaluation will be based on the one time cost (Column B) plus 24 x Total MRC (Column J) plus the average weighted cost of the telephone stations and attendant console.

The Bid Award for Centrex Services will be based on the One-time cost (Column B) plus 24 x the Total MRC (Column J) + 5x the average cost of the Monthly Lease to Purchase of phones and 5x the average cost of the Purchase Price for the Phones as described in Bid Form 3. The phones that will be factored into the evaluation include the Single Analog, Single Line Display, 4 Line Digital, and 6 Line Digital Display Handset



### Bid Form 3 - Centrex Telephone Instruments

<b>BIDDER NAME:</b>		<b>USAC SPIN:</b> -	
<p>The Bidder shall provide a description, purchase price, and monthly rental rate for all phones and accessories.</p> <p>The Bidder shall describe the features of the phone and provide brochures in the IFB. The Bidder may expand the height of the rows to accommodate a complete description.</p>			
Model Number	Description	Monthly Lease to Purchase Price	Purchase Price
Model Number	Single Line Analog Phone with call hold	\$ -	\$ -
Model Number	Single Line Digital Display with Hands-Free, Display, Programmable Feature Keys and Wireless Handset Option	\$ -	\$ -
Model Number	4 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option	\$ -	\$ -
Model Number	6 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option	\$ -	\$ -
Model Number	Wireless Handset to be used with the digital telephones.	\$ -	\$ -
Model Number	Attendant Console	\$ -	\$ -

The average cost of the Monthly Lease to Purchase and Purchase Price of the phones for the offered phones (e.g. Single Analog, Single Line Display, 4 Line Digital Display, and 6 Line Digital Display Handset) will be determined by adding the cost together and then dividing by 4. This will then be factored into the bid evaluation analysis as described in the Centrex MRC.

Eddie Baza Calvo  
Governor

**GENERAL SERVICES AGENCY**  
Government of Guam  
Route 1 Marine Drive Corp  
Piti, Guam 96915

Ray Tenorio  
Lt. Governor



Benita Manglona  
Director, Department of Administration

George A. Santos  
Deputy Director

**Bid Invitation No. GSA-064-11**

Telecommunication (Telephone) Services; Mobile Telephone Services; Integrated Services Digital Networking (ISDN) Primary Rate Interface (PRI), Basic Rate Interface (BRI), and Session Initiation Protocol (SIP); GGWAN Data Communication Services; Broadband Internet Access; DSL/Cable or Wireless Internet Services; Television Services; Routers, Managed Switches, and Network Equipment and Direct Inward Dialing (DIG) Numbers.

**Response to Questions Lodged by Prospective Bidders**

**September 17, 2011**

**I. CLARIFICATIONS BY GOVERNMENT OF GUAM**

The following are clarifications provided by GovGuam for different parts of the Invitation for Bid.

- 1. **Walk-Through** - The Walk-Through are in the process being scheduled. However, the Bidders are advised that this IFB is for the Government of Guam and that there may be sites that were not visited but included for the purposes of this IFB. Inasmuch as the GovGuam offices are located throughout the island, **the Bidder is advised that even with a walkthrough of the major sites, the Bidder is required to provide the services on an island-wide basis.**

The IFB is a Price List for Telecommunication Services that functions like a "tariff". The Bidder shall provide all services to any location on island. The GSA understands the desire to understand the sites. At the same time, this is not a site-specific IFB. Thus, there will be one site visit and the schedule for additional questions and responses shall govern.

**2. FOR ALL PARTS**

- a. **BID FORM** - The Bid Form in Excel can be picked up at GSA. For Bid Forms 0, 1, 4, and 7, the Bidders may use the Bid Form as the Point-by-Point Response. The Bidder are reminded and shall read all of the requirements in the excel spreadsheet carefully before responding. The Bid Forms are in addition to any Bid specification provided for in Amendment No.: 4 to this IFB. All Bid Forms were replaced and labeled RFB 0 through RFB 15. (Refer to Amendment No. 4 item #34)

**ACKNOWLEDGEMENT COPY**

**RECEIVE BY** Josephine Chong

**DATE** 9/20/11 Pacific Data Systems

Government of Guam  
 Invitation for Bid for Telecommunication Services

**Bid Form 1 - Point-by-Point Response for Centrex Telephone Service**

<b>BIDDER NAME: Teleguam Holdings LLC and its wholly owned subsidiaries GTA Telecom LLC, GTA Services LLC and Pulse Mobile LLC</b>	<b>USAC SPIN: 143002715 (GTA Telecom LLC) and/or 143016481 (Pulse Mobile LLC)</b>
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The Bidder shall complete Columns C and D. If the response is unclear, then, the Bidder may be deemed non-responsive. All documentation in the proposal to support the position in Column C should be noted in Column D.

Column A	Column B	Column C	Column D
<b>General and Special Requirements</b>	<b>Type (Informational or Requirement)</b>	<b>Bidder Shall Acknowledgement and State Agreement and Compliance (Or Provide Detailed Explanation of Issue and/or Deficiency and How it Will be Resolved)</b>	<b>References in Proposal</b>
24. E911 - Event Notification capability – The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call.	Requirement	Acknowledge and Comply	
25. Flexible Numbering Plan -The service must have the capability to function within a variable numbering plan arrangement for station address designation.	Requirement	Acknowledge and Comply	
26. Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3.	Requirement	Acknowledge and Comply	Tab 4
27. Caller ID - The Bidder shall provide Caller ID (name and number) on all the display phones.	Requirement	Acknowledge and Comply	
28. Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party.	Requirement	Acknowledge and Comply	
29. Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The Bidder shall ensure that Calling Party ID is passed through the carrier circuits.	Requirement	Acknowledge and Comply	
30. Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam.	Requirement	Acknowledge and Comply	
The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam.	Requirement	Acknowledge and Comply	
31. Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories.	Requirement	Acknowledge and Comply	Tab 4
32. Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring.	Requirement	Acknowledge and Comply	

**Bid Form 3 - Centrex Telephone Instruments**

<b>BIDDER NAME: Teleguam Holdings LLC and its wholly owned subsidiaries GTA Telecom LLC, GTA Services LLC and Pulse Mobile LLC</b>	<b>USAC SPIN: 143002715 (GTA Telecom LLC) and/or 143016481 (Pulse Mobile LLC)</b>
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The Bidder shall provide a description, purchase price, and monthly rental rate for all phones and accessories.

The Bidder shall describe the features of the phone and provide brochures in the IFB. The Bidder may expand the height of the rows to accommodate a complete description.

Model Number	Description	Monthly Lease to Purchase Price	Purchase Price
Aastra 9116LP	Single Line Analog Phone with call hold	\$ 1.85	\$ 61.20
Cisco SPA501G	up to 8 line with Digital Display, HandsFree - see data sheet	\$ 3.52	\$ 116.64
Cisco SPA504G	4 line with digital display, Hand Free telephone - see data sheet	\$ 4.93	\$ 163.30
Cisco SPA508G	up to 8 line with Digital Display, HandsFree - see data sheet	\$ 5.87	\$ 194.40
Cisco SPA500S	Cisco Attendant Console	\$ 2.35	\$ 77.79
Aastra 53i	up to 9 line Digital Display, HandsFree - see data sheet	\$ 4.96	\$ 164.34
Aastra 55i	up to 9 line Digital Display, HandsFree - see data sheet	\$ 5.65	\$ 187.14
Aastra 670i	Aastra Attendant Console	\$ 4.13	\$ 136.80
Plantronics CS50	Wireless Headset - See Data Sheet	\$ 6.70	\$ 221.94

**CLARIFICATION MEETING  
RE: GSA-064-11 (TELECOMMUNICATION BID)**

**Date:** February 14, 2012 (Tuesday)  
**Time:** 10:00 a.m. thru 11:00 a.m.  
**Venue:** General Services Agency Conference Room, Piti, Guam

- Participants:**  
 Ed Cruz – BIT/Ofc of the Governor  
 David Chase – GTA  
 Andrew S. "Sergio" Quenga – GTA  
 Cope Leuenberger – GTA  
 Roland Certeza – GTA  
 Jennifer Sgambelluri – GTA  
 Anita T. Cruz, GSA (Buyer Supervisor II)  
 Robert H. Kono, GSA (Procurement Advisor)  
 Marissa D. Leon Guerrero, GSA (Recorder)

**Anita Cruz/GSA:** Good Morning everybody, I'm Anita Cruz Buyer Supervisor for GSA. Today's meeting was called to get clarification on certain items that were offered on the bid or was explained on the bid. Ed Cruz is from our BITS Office, and he'll be the one to ask these questions because it's technical and I'm not really used to the technical part of it. So, I don't think it's a lot of clarifications, but he'll go through it with you. Can everybody identify themselves for the record.

**Self Introductions:** Roland Certeza – Global Sales Marketing, GTA  
 Cope Luenberger – Network Security, GTA  
 Serg Quenga – In House Legal Counsel, GTA  
 David Chase – CTO, GTA  
 Jennifer Sgambelluri – Sales Account Manager for Government of Guam, GTA  
 Robert Kono, GSA  
 Marissa Leon Guerrero, Administrative Assistant/GSA (recording)  
 Ed Cruz – Bureau of IT

**Anita Cruz/GSA:** (Reminds everyone to speak up louder and state their name before they speak their questions, responses, concerns.) "Just, state your name, we know that you guys are from GTA, so ... okay, but just for the record."

**Anita Cruz/GSA:** So we will go ahead and begin. This is in regards to GSA-064-11 Telecommunications Bid. Ed?

**Serg Quenga/GTA:** Oh! Ed, if I can ... Some of the material that we might offer, depending on what you ask for clarification, if it goes into some of the specs that we provided could be proprietary and confidential; so if we're gonna go into that realm, then we'll state that at the beginning or prior to when we start. Okay? I just want to set the table for that, because a lot of this could be depending of course, upon what you ask.

Ed Cruz/BIT: Okay. Great.

Serg Quenga/GTA: Thank you.

## **BID FORM 2**

Ed Cruz/BIT: Okay, we'll go ahead and start on Bid Form 2. So part of the reasons why there is a need for clarification, is because the forms were adjusted by GTA; and that made it extremely difficult to grade or rank or evaluate. They weren't supposed to be adjusted or added, included or whatever the case, it was just to simply populate the data as far as your MRC, some line costs, etc., etc. So, I see here at Bid Form 2, there are actually four (4) rows when we started out with two (2). So, by doing that it opens up interpretation which we don't want to do. We want it based, this is not an RFP, it's a bid, so we let the numbers speak for itself. So because the numbers are not clear, or the information is not clear ...

R. Certeza/GTA: (Asked if they could look at the actual document before talks begin.)

Ed Cruz/BIT: Sure. Okay? Are you guys okay over there?

R. Certeza/GTA: Okay. The two (2) items that were added on, you're asking specifically, these were in answers to some questions that were posed in the diligence process. One of the indications that we got from the government, was that we could propose solutions in addition to what was required. \*Aside to Jennifer Sgambelluri/GTA: You want to expound on this?

J. Sgambelluri/GTA: And that became on some amendments further on into the bid, that stated that if there was another solution that could be provided besides the digital Centrex; that we could go ahead and provide that solution. So that changed the, it actually enhanced the Centrex old feature provided in the original Bid Form 2, to put the word avoid solution.

Ed Cruz/BIT: I see. So these are additional features or services that you provide.

R. Certeza/GTA: That is correct.

J. Sgambelluri/GTA: Correct.

## **BID FORM 3**

Ed Cruz/BIT: Okay. Hmm... I see. Okay, let's move on to Bid Form 3 – Centrex Instruments. So based on the prior, our prior discussion, I'm assuming that this was the case as well. You included additional items.

J. Sgambelluri/GTA:

Yes, there was a, and I don't recall the amendment or the response that was provided, but they were saying that if there was more of equipment that could be provided, that we could go ahead and include that equipment, and I think even one portion of that was even on the wireless side - if there were more equipment or handsets that could be provided, we would be able to provide additional equipment, for you to, instead of limiting you to two (2) items, we're giving (you) the opportunity to look at four (4) different models to choose from, instead of limiting you.

Ed Cruz/BIT:

So part of our issue is that we don't know what will, we don't know which items fulfill our initial request. So based on what we're asking, we don't know which out of all of these fulfills our basic offering, or basic asking. You know what I'm saying? We need to have about one (1), two (2), three (3), four (4), five (5), six (6) - and you have, I'd say, about nine (9) or eleven (11)? So out of this six, we don't know which answers those, and then which are additional.

J. Sgambelluri/GTA:

So what we did was, you may have asked for a four-line instrument with "x number" of features, and what we offered you was a 6-line instrument with more features but at a, with two (2) different models, but at a better value. And that's what we wanted to offer to the government - probably an instrument with more button capacity, but at a better value with two (2) different types of models. As an example: one (1) Cisco, one (1) Astra. But you had the opportunity to choose which one would be favorable for you, as an instrument type, and which favors you on the cost. Because you may have the agency that particularly has nothing but Cisco instrument, or you may have an agency that has nothing but Astra, but it was down to the dollar figure.

Ed Cruz/BIT:

I understand. Let's go ahead, just entertain me for a second. So for the third row: 4 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Options. Based on your offering, which fulfills that?

J. Sgambelluri/GTA:

Oh, you're looking at your uh...

R. Certeza/GTA:

This is on his sheet on line item 3.

Ed Cruz/BIT:

Right. So this is where I was mentioning about the interpretation part. Because it doesn't - because you went ahead and filled in your description, I don't know which to evaluate.

R. Certeza/GTA:

So that would be on line item number three (3)?

Ed Cruz/BIT:

Right, so: 4 Line Digital with Digital Display, Hands-Free, Hold, etc., etc. And I see what you have, is a 4 line with digital display, Hand Free telephone - see data sheet; I mean it doesn't include the rest that we are asking you to include. So that's where the disconnect for me and for us, is we don't want to interpret something that we are unsure of, what it is you are offering.

J. Sgambelluri/GTA: But the data sheet provides the total feature functionality of the phone.

R. Certeza/GTA: I get it. What he's saying is that they're looking for this. Our line item that you reference here, this four line has the features that you indicate and more. That's what we should have said.

Ed Cruz/BIT: Okay. And so that is where we are having the issue. Is that's the case? Because we don't want to assume that. That you do have what we're asking and more? Or ... Because you purposely took the rest out. You started off the sentence as we did, and then you cut it off. So we didn't, we weren't sure and we didn't want to assume.

David Chase/GTA: Okay, let's get clarification on that.  
R. Certeza/GTA: It's the SPA504G.

Ed Cruz/BIT: So I guess how we would have liked to see it would be, the initial - what we were requesting initially, and of course, your additional items to be placed on the bottom or on a separate sheet.

R. Certeza/GTA: Sure.

Ed Cruz/BIT: That way we could evaluate what it is that we requested.

R. Certeza/GTA: Sure, I think what we should have done is, we should have had it indicated that it meets this requirement, and then had another - there are additional features listed on this machine.

Ed Cruz/BIT: That would help. Again, I get it and I assumed that, but I didn't want - I wanted to clarify that.

R. Certeza/GTA: No, no. That's good. Thanks for the clarification.

Ed Cruz/BIT: And of course, it goes out through all of this. Which item and which description do these relate to, based on what you're offering and what we're requesting.

R. Certeza/GTA: Our intent on this sheet is we are indicating items that meet the spec definitely in your sheet here, and more, and then we've also listed some other options for vendors that we thought might be, it's actually an option to consider outside of the spec.

Ed Cruz/BIT: So how would, the question is, how would we evaluate that - not knowing which requirement you are trying to fulfill, based on what you submitted.

R. Certeza/GTA: Well, that's my point. Is because we fulfill all the requirements, I think we should have just indicated word for word what you've indicated, and then that line "with additional features with respect to the data sheet."



Ed Cruz/BIT: Because one of our requirements asked for a 6-line digital. You don't say a 6-line at all. See, I don't know if you're giving me the hey or I don't know if you're trying to fulfill the 6-line.

C. Leuenberger/GTA: To paraphrase what you're looking for is, GTA will provide an 8-line phone to fulfill the 6-line requirement.

Ed Cruz/BIT: Right. Exactly. Or, not adjust the description, but include at the end: including additional two lines so for 6+2 for a total of 8-lines with additional features. But for the huge revision of our description, we don't know which is which, and which to evaluate across the other offers. I know it's not fair for me to assume, and okay this is the lowest price, this goes to department number 3. I can't do that.

C. Leuenberger/GTA: I think what we're doing also, too, is that we're spec-ing what our vendor has indicated that meets that requirement, but up to a certain number of lines.

Ed Cruz/BIT: When we talk about specs, I get it. Of course, these are basic specs, but at our end on the evaluation side, based on the specs that you are offering, which requirement does that fulfill? Based on our spreadsheet. So, by the adjustment of our description, it makes that so much more harder. So I don't know whether to evaluate you on line 3 to our line 1, or your line 7 to my line 4? I don't know!

C. Leuenberger/GTA: The question is, on the rules of engagement for clarification, would it be faster for you, now that we understand the miscommunication, to identify those things that you would like us to clarify – that we go back and we provide that to answers formally, so that we just don't keep going from form to form to form right now, would that make it easier for you?

Anita Cruz/GSA: Any clarifications also, we will go ahead and put it in writing and we will also send it through the Chief to you guys so you can respond to the clarifications so that way we also have it in writing.

C. Leuenberger/GTA: Okay, because our goal is to make it easier for you so that you can go down in creating – I've sat on your side of it before, to make this as fast as possible. And I understand where you're headed with that. So, my goal now is, how do we make sure that it's communicated.

Ed Cruz/BIT: And I don't want to ping you guys on something that you are offering additionally because it doesn't correlate with how the other offers are provided. And they've actually offered a lot more than what we've requested, but the initial submission were intact so we could go line by line, one by one; wherein this case, with GTA's submission, I can't do that. And so, I just put that on hold, and I sought clarification prior to making any judgment on your submission.

J. Sgambelluri/GTA: So do we do that on Bid Form 2 and 3? Or is that going to be, like you said, in a question form?

Anita Cruz/GSA: Right. We're still going to put this in question format sent from the Chief by us.

Ed Cruz/BIT: So yes, Jennifer, it's just essentially from what we requested, that basically in Answer to that, and then include your additional on another form so that we could take that into account; after getting the face evaluation done.

R. Certeza/GTA: Ed, is it acceptable to just indicate what the bid requirement was, what are the models that fit that requirement, then a line item below that is "additional consideration to the bid."

Ed Cruz/BIT: Yes. Exactly. Some indicator of the additional option, features or items. But, yeah, if you could preserve our format, so that I could make that evaluation, that would be great. So, that's basically on Bid Form 2 which you clarified; but Bid Form 3 is still unknown, I still can't do that because our description and your descriptions are different.

Then, Bid Form 5.

## **BID FORM 5**

R. Certeza/GTA: You have a question on Bid Form 5, Ed?

Ed Cruz/BIT: Yeah, I'm just trying to, it's been a while, so let me just gather my thoughts on what this issue was.

R. Certeza/GTA: Luckily our response matches the requirement for the bid. We haven't any additional stuff.

Ed Cruz/BIT: Okay, so I see that on column G, you folks had put in an E911 charge and then you also put a footnote of "E911 would be billed at a maximum of \$25 per account."

R. Certeza/GTA: Yes. So, by law we're mandated to represent E911 charges both on the residential and commercial bill. In the event of a commercial customer, there's a max of \$25 on any account. We just have to disclose that, in the event that in this scenario you order a quantity 1, likely how it's presented now today is, if the bill has one hundred numbers, for example, they will see twenty-five \$1 charges attached to certain numbers, and the rest of the bill won't have that - that requirement will have been deemed fulfilled. But, we don't want to misrepresent that and have that be a surprise in the event of perhaps a smaller agency ordering that's less than 25, etc. So, that's why we made that statement.

Ed Cruz/BIT: Okay. So, based on this bid, there's going to be one customer, which is the Government of Guam. How will that reflect? Will it be: Government of Guam - \$25? Or will it be: Public Health, GPD - \$25?

J. Sgambelluri/GTA: It would be, because you are being billed, the Government of Guam is being billed individually by agencies, it would be billed, as an example, the Governor's Office has over 25 lines, it would be billed the max of \$25. But in the event of CAHA that has 4 or 5 lines, they would be billed individually - \$1; and that's nothing that anybody can control, because that's just the way - it's system generated by agency, by line. I don't think there's a solution for that.

R. Certeza/GTA: And then remember, the 911 charges that we collect, that is remitted back to the government again, dollar for dollar.

Ed Cruz/BIT: Okay. No, but that was one of the clarification, but I just realized that the bigger question on Bid Form 5 is, if you look at the evaluation, it factors in the phones, so all of these actually have the factor of the prior bid forms that we have questions on, so that's why it also couldn't be evaluated, so when you get back to me on the phones, then we can also factor all of that in again. Yeah, I just wanted to clear that up.

## **BID FORM 6**

Ed Cruz/BIT: Alright. Moving on... Bid Form 6 Non-Centrex Instruments. Again, that's likely the same issue we had with Bid Form 3, would be Centrex Instruments. So, yeah, if you guys could kinda work that out to comply with our requirements and then add your additional. That's great. That's welcomed.

So like, if you could, like for our 6-line digital display requirement, if what you had was an 8-line, you could put that model in for the 6-line requirement and then on the bottom of it, append to the description - as opposed to removing all of our descriptions... so you know.

R. Certeza/GTA: Yeah, what you're gonna see is word for word a match for what you are requiring and then our response to that requirement and if there's anything that's additional on it, we're gonna need a forenze or as a sub-text for it.

Ed Cruz/BIT: And, so, Bob or Anita, GSA, how would that work - if an item for bid exceeds our requirements or if they give us two, so one that meets our requirements and one that exceeds it. How would that be evaluated? Or would that be evaluated?

Anita Cruz/GSA: It's meets or exceeds, so they can offer you more. They're meeting the requirement but they are offering you more.

Robert Kono/GSA: There's no extra points - as long as they meet our requirements.

Ed Cruz/BIT: Okay, but my question is, if they, let's say out of the 500 offers you had for phone instruments, if GTA's minimum, or this minimum requirement - GTA wins that portion, could we also buy the additional requirement? Or the additional item?

Robert Kono/GSA: They're offering it. It's a part of their package.

Ed Cruz/BIT: Okay. So it wouldn't be an option, since they won the...

Robert Kono/GSA: No. Assuming I understand the question. If you asked for a 6-line digital instrument, and they offered 8-line instrument. They are saying that this 8-line will answer the 6-line question for the instrument that we want. The fact that it is two extra is coming to us within the same price range that we asked for. It's not like, well for the 6-line this is how much they are charging with two additional, that's an alternative. They are not asking for an alternative, they're giving you, from what I understand, the basic price for a 6-line instrument, as an 8-liner coming in higher. Understand, this is a 6-line offer.

Ed Cruz/BIT: I understand that. My question was that our requirement was for a 6-line and they put in an item that meets that requirement, then their additional item is an 8-line; and they win the 6-line. Could we purchase the 8-line instead of the 6-line? Because it's an additional item that they're bidding or that they offer?

Anita Cruz/GSA: I don't think they're separating it. I think when they're offering the 8-line, they're offering it as a 6-line offer as one price and not separating the 6 with the 8.

Ed Cruz/BIT: My question is if they give me an 8-line when we're requesting a 6-line, and all the other offers give me a 6-line, it may mean that you guys may not win because of the features and all the whiz-bang items that it comes with. But if you meet that 6-line requirement and win that bid, could we also then upgrade that phone based on the carrier that won it?

Anita Cruz/GSA: Well, no. When it comes to an offering for 6 and they're offering 8, and they're still meeting requirements, and they're both meeting the requirements, just because this one may be 6 and this one may be 8, didn't mean that they didn't meet our requirement. We're going to look at it as they met whatever specs we are asking for with an additional, whatever additional they wanted to add on, assuming we look at the price.

Ed Cruz/BIT: I just don't want you guys to give us a 12-line phone that meets the 6-line requirements, and of course, the additional lines will be a little bit costlier; as opposed to all the other offers who give us a 6-line item.

R. Certeza/GTA: Right. You don't want to pay for more than what you need as a base line requirement, if there's budgetary allowance, you could if you wanted, if you were allowed.

Ed Cruz/BIT: So we have what is it - six, five different requirements. You guys have eleven requirements, or... give or take offers.

C. Leuenberger/GTA: Can I clarify what I believe your question is, for Robert. If we submitted, and let's say all four competitors, however many there are, all submitted an identical 6-line phone, and ours is lowest, but also on that same page, we say, or you can update to an 8-line phone at this cost. Does Ed have the option of awarding to GTA because we had the lowest price on the 6-line, and then after award saying but the government is willing to spend the additional funds for the 8-line because of a better deal. Is he allowed to do that?

Robert Kono/GSA: The law says we could only do a modification of 10%.

C. Leuenberger/GTA: Okay, so I could not know what your price offering is?

Robert Kono/GSA: So, I could not answer that question.

Ed Cruz/BIT: Okay, good. Good. Thank you. That answers that question.

C. Leuenberger/GTA: So there's always a line of 10%?

Ed Cruz/BIT: Yes. Exactly. Well, you have a lot of offerings. And I didn't want you to give me your best items and then of course not win it because we have an issue later on.

J. Sgambelluri/GTA: The other thought to that also is that even though it is calling for 6 lines, and we offer an 8-line phone and then say fictitiously our number is \$10 for the phone and the 6-line is \$10 for the phone, but we exceed and meet the minimum requirements, they can still purchase the 8-line phone at the same price. It's just that you get more bang for out of the features than you do, and save on the dollar amount.

Ed Cruz/BIT: Understood. Okay. So with Bid Form 6, essentially it's the same thing. Just a little clean up on that. That'll be good.

## **BID FORM 8**

Bid Form 9. That would be the Mobile Telephones.

(Everyone searching for Bid Form 9 from their files.)

J. Sgambelluri/GTA: The "Monthly Cost for Telephone Service", is that where you're at?

Ed Cruz/BIT: No... it's uh... Oh, I'm sorry. You're right. It is Bid Form 8 ("Monthly Recurring Cost for Mobile Telephone Service and Device"). My bad, my bad. On the evaluation, right, I'm sorry, I'm looking at my notes. I apologize.

So again, it dealt with the addition of rows that kind of made things open for interpretation. But I interpreted this as GTA offering 4 plans. Is that correct?

J. Sgambelluri/GTA: Four (4) different types of instruments to choose from.

C. Leuenberger/GTA: Yes, but that was for your choice, I believe. That you could choose whichever instruments you wanted. They all met the requirements.

Ed Cruz/BIT: They did, but they were different.

R. Certeza/GTA: In terms of the pricing, Ed?

Ed Cruz/BIT: Yes.

R. Certeza/GTA: Because, what I think we laid out to you is, in yours you indicated that it could be either/or device. We carry all of them. And so we wanted to give you guys the options whether they be the Androids, Verizons or Blackberries.

Ed Cruz/BIT: Right... let me just look this up here (searching his laptop).

R. Certeza/GTA: But I think everything else were in compliance with your requirements.

J. Sgambelluri/GTA: Because the bid called for either a – it calls for a Smartphone, so Smartphones now, could be – because the Smartphones now, we gave them multiple options on the Smartphones to choose from.

Ed Cruz/BIT: Okay. So... I did my best to interpret this, and broke it down to all your different devices; and I see that three out of the four offerings were different. So I have actually the first offering, again, I'm seeking clarification.

R. Certeza/GTA: The monthly recurring costs matches up with what your line item is. When we go into the unlimited data plan, we just draw some distinctions because of how we approach the data plan usage. If it is Blackberry, then there are really no issues for us. But in the advent of the iphone and consumer habits, that's when we sort of draw the distinction, and because you guys indicated that the cost of the phone has to have different options, we do have some plan distinctions between a Blackberry and Iphone. But I think that what we should have done probably was just draw that out a little bit more, but I think on our response, we just said Blackberry and then Non-Blackberry – and so that would be either an Android or an Iphone.

Ed Cruz/BIT: Right. Right. I see that.

R. Certeza/GTA: But I think everything else is in line with your sheet there.

Ed Cruz/BIT: So, of course, the price differs for the Iphone – 8Gig and of course the 32Gig.

R. Certeza/GTA: Right.

Ed Cruz/BIT: So, those essentially are two (2) separate offers. Essentially.

R. Certeza/GTA: Well, so what you indicated to us when you said, what's your cost of your phone - Iphone, Android or other equal phone, we've got all three. And the only difference is that based on our agent agreement with Apple, we are not allowed to give Iphones out for free as part of the contract offer. So, that's why you see the price distinction there.

Ed Cruz/BIT: And that's what I mean, is if there is a difference of price based on the device, then I think they need to be broken down into another form.

J. Sgambelluri/GTA: Since there are four (4) different models, you want those models broken down in individual options so you see which instrument you will be able to use with your structured percentage.

Ed Cruz/BIT: Right, if the price is different. So your Blackberry and Non-Blackberry are identical, but your Iphones and Blackberries and your Iphone 4 and Blackberries are different.

J. Sgambelluri/GTA: So we can do Bid Form 8a and then the device, Bid Form 8b for the next device, Bid Form 8c for the next device, so that you will be able to evaluate it properly?

Ed Cruz/BIT: Exactly. Yes. And so, if you meet the minimum specs, that's where that 10% we can move around to say that there is, you want the Blackberry, or you want the base, but for us to upgrade to an Iphone, it would be as at within the 10%. That's where we make that. So that's where it's not clear here, on which you're meeting, or which you're not, or exceeding.

C. Leuenberger/GTA: It makes it easier for you to explain your decision to GSA.

Ed Cruz/BIT: Absolutely. And also to GSA when they make their recommendations and their bid reports. So, as we have it now, it's all interpretation, and we don't want to do that. Thank you.

## **BID FORM 12**

Bid Form 12. Actually, I apologize. Bid Form 12 is fine.

J. Sgambelluri/GTA: Okay.

R. Certeza/GTA: One out of 6 ain't bad.

(Laughter from the crowd.)

## **BID FORM 7 (REQUIREMENTS)**

Ed Cruz/BIT: Yeah.  
And then, just a clarification. We're done with the Bid Forms, but on the Bid Form 7, actually it's just about requirements. On A3 - where it mentions the pool minutes.

J. Sgambelluri/GTA: Bid Form 7? What's the Bid Form?

Ed Cruz/BIT: Bid Form 7 is just requirements, where you just have to say fulfilled, required or included, or ... it's just a response. There was an indication that we would have to show you which account to charge, or something like that? I just wanted to get clarification.

C. Leuenberger/GTA: You're looking for clarification on how we use the pool?

Ed Cruz/BIT: Yes. So ... I got it right here, it's kind of in the middle, Jen. This is your response. Kind of in the middle?

R. Certeza/GTA: Just give us a minute, here. It's here.  
(R. Certeza and J. Sgambelluri searching their bid copy for the document being discussed.)

Ed Cruz/BIT: Sure. So Bid Form 7?

J. Sgambelluri/GTA: Page.

Ed Cruz/BIT: I'm sorry?

J. Sgambelluri/GTA: Page.

Ed Cruz/BIT: Page? 1. A-3. So, you made a comment that GovGuam must identify the first user or agency?

R. Certeza/GTA: Okay. Pool Minutes.

Ed Cruz/BIT: That's all that we're requiring - on what that means? If you can elaborate that?

R. Certeza/GTA: This is something that's unique to our billing, and that is when our billing system looks at the pool of minutes, they are just a primary user of the accounts or what we call the anchor number. And so once we identify who that first user is, the way the system goes is: they'll look at their pool and then they'll use the collective pool as well on the other users, but when we're measuring - if this first user uses all the minutes, then the pool is exhausted. It's not like if you got an account that's got five (5) users on it, they're pooling it, everybody's sharing 200 minutes. That first user in our billing system will look at what their usage is, and if they used a thousand (1000) minutes as that first user, they'll eat up the pool of minutes. So the others will not have, if they're thinking they have 200 minutes to use, and you didn't use your fair share ... I think that's the distinction.



J. Sgambelluri/GTA: If you establish a new account – Public Health, you need to, because they have multiple agencies, we need to establish who is going to be the primary. In this example, because Public Health has five-six divisions, we have to find out because they're going to share in the bucket. Who is going to be the primary – we're going to have to touch first, before we get to the other agencies. And it makes it, with the Government of Guam, because they have so many divisions, just like DOA has so many divisions – you have GSA, you have the accounting, but they all have their own budget; you have to figure out which is the one we're going to tap on first for that plan. Because again, it would be up to the agency to allocate how they are going to spread out who's going to share. DATA might be sharing minutes, but then again you might have GSA using the same plan but you are on a different invoice structure; which is true, because GSA has their own billing and DATA has their own billing.

Ed Cruz/BIT: So as we exceed the 1000 minute pool, we would have to identify a first user? Or first agency?

J. Sgambelluri/GTA: Just at the on-set.

R. Certeza/GTA: Typically, what we recommend is that the lead on the account must be the heaviest user - in a pool environment, should be the lead on this, so that it's calculating all the minutes and then everybody is sort of pulling from there. This is really a response to how we have to set it up on the billing.

J. Sgambelluri/GTA: It's all a billing issue.

Ed Cruz/BIT: Okay.

R. Kono/GSA: Ed, can I ask a question?

Ed Cruz/BIT: Sure.

R. Kono/GSA: For clarification. Who makes the decision as to the heavy users - the departments?

R. Certeza/GTA: The departments. Yes.

R. Kono/GSA: Okay. So, assuming that you choose a person who's a heavy user, and they use up all the minutes - then the other agencies that are in the pool, they pay? For the extra costs? Not the heavy user?

R. Certeza/GTA: Right. Typically, that'll be the way that the billing mechanism work.

C. Leuenberger/GTA: I believe to clarify, and Jennifer - correct me if I'm wrong: it does not cross agency lines. So if one agency is exceeding all the minutes, the other agencies – it doesn't pull from the other agencies, does it?

J. Sgambelluri/GTA: No. It pulls from within that agency.

- C. Leuenberger/GTA: And so each agency is treated, let's use an example: Guam Police Department, for some reason exceeds their minutes, and four other agency's minutes that line is drawn. It does not go into another agency and pull their minutes. So to support what we understand the way you are structured, is to keep one agency from abusing the system, so that you can maintain the agency delineation by yourself. So, while it's structured the same for everyone and the billings allow the same, and you have the bid oversight, you're not stuck in an environment where one agency can exceed their authority without being responsible for it.
- R. Kono/GSA: Let me just change it around. Same agency, separate divisions, you have a heavy hitter in one unit, but that they take up all the minutes – are the other units within that same pool going to pay for that differential?
- C. Leuenberger/GTA: Jennifer can you answer that on how that billing goes?
- R. Certeza/GTA: I can answer this. The account will be hit for another pool of minutes. And how that agency allocates those costs out, is up to them. But at every instance in a pool environment, we have to designate who that first user is. And I can tell you how we do it on the enterprise side with customers normally allocate the heaviest user as that first user.
- Ed Cruz/BIT: Okay.
- J. Sgambelluri/GTA: And, excuse me, it says that each phone user shall have 1000 shared minutes with other subscribers of the plan. The 1000 shared minutes will be pooled on a monthly basis with the other users on the plan at a base cost to the bid form. So, as an example, DOA has five (5), they each get the 1000 user plan, but they're pooled minutes. If they exceed that, it also says here, that they will be able to bump up and move up another 1000 minutes, but that's at a cost to the government. So, it's still within the same agency. It doesn't mean that every GovGuam employee will be sharing in the same bucket. Again, because different allocations of budget, we wouldn't be able to do that anyway.
- Ed Cruz/BIT: So, if User 1, out of that - using that same example: User #1 uses 900 minutes, and the rest use up the last 100, and then one of the other ones, not #1 but the other 4 use into the new 1000 minutes, we're all gonna be charged the 1000? Or will the first get charged?
- R. Certeza/GTA: No. The account gets charged another 1000 plan bucket.
- Ed Cruz/BIT: Okay.
- J. Sgambelluri/GTA: Not individually.
- R. Certeza/GTA: So in this instance, just take for example , the cost is \$50 for another 1000 minutes, then the account gets to sign out another \$50, and then it's however you want to spread it.

Ed Cruz/BIT: Okay. Perfect.

J. Sgambelluri/GTA: And then maybe the one that used the more minutes no longer uses it any more, and everybody gets to equally use it.

Ed Cruz/BIT: Okay. Alright.

R. Certeza/GTA: I think we just had to draw the distinction. There **has to be someone** designated as that primary tone.

Ed Cruz/BIT: Okay. Well, I'm done.

R. Certeza/GTA: That was the question then? That's it?

Ed Cruz/BIT: That was it.

Anita Cruz/GSA: I guess that concludes our clarifications. Ed, will you put that in writing? Or questions? So we can submit it to them, and then they will respond. And then we will, at least we'll have that for the files.

Ed Cruz/BIT: Do you have any questions of us – in regards to what we spelled out?

R. Certeza/GTA: We were just kind of curious where what you guys had questions on our bid, I appreciate you playing it out. It wasn't our intent to make it confusing. I think in the spirit of filling it out, we just could've done a better job of sort of leading the conversation or leading the evaluation for you.

What I was going to say was, in the essence of time if you like, because it's not going to take us a lot of work, we could maybe do one of the sheets, show you our methodology of how we will respond back, just to kind of make sure that it's matched to the requirements of the bid and then the additional features. And then, if you guys want to follow that up with a letter asking us; but I just wanted to make sure that we were on point with what you were expecting to see. That's just an offer.

Ed Cruz/BIT: Say that again. You're gonna do what?

R. Certeza/GTA: We could go back and show you how we would – I mean, we could actually do all the bid forms pretty easily; because I looked at everything, everything is there, I think we just gotta draw out two distinctions, and then just resubmit it back to you. I was just thinking that in the essence of time, you don't want to go back and draft a letter to us and etc., but, I don't know your procedures.

R. Kono/GSA: We'll have to send you a letter telling you what we want.

Anita Cruz/GSA: We're still going to send you a letter.

J. Sgambelluri/GTA: But we'll go ahead and start prepping already, and getting ready for it.

Ed Cruz/BIT: And so it was a little bit difficult in the beginning to kinda articulate that, but we get what we're asking, right?

R. Certeza/GTA: Yeah, absolutely.

Anita Cruz/GSA: Okay. That concludes our clarifications. Thank you for coming.

R. Certeza/GTA: Okay, thank you.

C. Leuenberger/GTA: I got one question. How do you foresee the timeline going forward from this point? Not hoping at anything, but just what do you see at, what steps do you have remaining?

Anita Cruz/GSA: Well, as soon as we get all the clarifications in and Ed can do his evaluations on your forms, and then we'll go forward with that. It shouldn't take too long after that.

Ed Cruz/BIT: Okay?

C. Leuenberger/GTA: Okay.

Anita Cruz/GSA: Thank you everybody. Happy Valentines.

Eddie Baza Calvo  
Governor



**GENERAL SERVICES AGENCY**  
Government of Guam  
148 Route 1 Marine Drive Corp  
Piti, Guam 96915

Ray Tenorio  
Lt. Governor

Benita Manglona  
Director, Dept. of Admin.

George A. Santos  
Deputy Director

February 23, 2012

Attn: Jennifer Sgambelluri  
Teleguam Holding LLC  
624 North Marine Corps Drive  
Tamuning, Guam 96913  
Telephone 671.644.0116  
Facsimile 671.644.0103

Re: GSA-064-11 for Telecommunication Services

Dear Ms. Sgambelluri,

Buenas! Yan Hafa Adai. In regards to the above mentioned, GSA-064-11 Telecommunication Services, clarification is required for the following bid forms that Teleguam Holdings LLC had submitted as part of their bid. Below are the clarifications required:

**Bid Form 2:**

Original bid form request for Analog Plain Old Telephone Service and Centrex with All Features Provided in the IFB. Teleguam Holdings has four (4) line items please clarify each line item being offered that addresses the governments bid requirement.

**Bid Form 3:**

Original bid form request for Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the governments bid requirement.

**Bid Form 6:**

Original bid form request for Non Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the governments bid requirement.

**Bid Form 8:**

Original bid form request for Monthly Recurring Cost for Mobile Telephone Service and Device. Teleguam Holdings has offered seven (7) line items please clarify each line item being offered that addresses the governments bid requirement.

If further information is required please feel free to contact our office at 475-1713 or fax 475-1727.

Sincerely,

CLAUDIA S. ACFALLE  
Chief Procurement Officer



824 North Marine Corps Drive  
Tamuning, Guam 96913

TAB H

174M 4

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**FAX COVER SHEET**

**Date:** March 1, 2012

**To:** General Services Agency  
Attn. Ms. Claudia Acfalle

**Fax:** 475-1727

**From:** Andrew S. Quenga, GTA Legal Counsel

**Pages:** 6 including cover sheet

**Subject:** GTA Clarifications; IFB GSA-064-11

Andrew Serge Quenga  
Legal Counsel  
Office (671) 644-1609

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624 North Marine Corps Drive  
Tamuning, Guam 96913

March 1, 2012

Ms. Claudia Acfalle, Chief Procurement Officer  
Government of Guam General Services Agency  
148 Route 1 Marine Corps Drive  
Piti, Guam 96915

Subject: Response to GSA Request for Clarification Dated February 23, 2012

Dear Ms. Acfalle:

Thank you for the opportunity to clarify GTA's bid in response to GSA-064-11. This response and clarifications herein do not add any information to GTA's bid and is intended only to clarify GTA's bid forms included within the bid.

#### GSA REQUEST 1

Bid Form 2: Original bid form request for Analog Plain Old Telephone Service and Centrex with all features provided in the IFB. Teleguam Holdings has four (4) line items please clarify each line item being offered that addresses the government's bid requirement.

#### GTA Clarification for Bid Form 2

GTA's Bid Form 2 contains four Line Items, each clarified below.

1. GTA Line Item 1 (Analog Plain Old Telephone Service), responds to GSA Bid Form 2 Line Item 1 (Analog Plain Old Telephone Service). In the GTA Bid Form, the dash under Column F (Local Number Portability) indicates no charge.
2. GTA Line Item 2 (Digital (VoIP) Centrex with All Features Provided in the IFB), responds to GSA Bid Form 2 Line Item 2 (Centrex with All Features Provided in the IFB). In the GTA Bid Form, the dashes indicate no charge.
3. GTA Line Item 3 (Analog Centrex with All Features Provided in the IFB) responds to GSA Bid Form 2 Line Item 2 (Centrex with All Features Provided in the IFB) as an optional offering. In the GTA Bid Form, the dashes indicate no charge.
4. GTA Line Item 4 (Voice Record Option per line) is offered as an optional additional service to the Digital Centrex offerings in this Bid Form.

TUSI/-C

## GSA REQUEST 2

**Bid Form 3: Original bid form request for Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the government's bid requirement.**

### GTA Clarification for Bid Form 3

**GTA's Bid Form 3 contains nine Line Items. These Line Items are different Centrex phone instruments and accessories. Each GTA Line Item is clarified below.**

- 1. GTA Line Item 1 (Aastra 9116LP) is a single line phone instrument that responds to GSA Bid Form 3 Line Item 1 (Single Line Analog Phone with call hold).**
- 2. GTA Line Item 2 (Cisco SPA501G) is an 8 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.**
- 3. GTA Line Item 3 (Cisco SPA504G) is a 4 line phone instrument that responds to GSA Bid Form 3 Line Items 2 and 3 (Single, 4 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.**
- 4. GTA Line Item 4 (Cisco SPA508G) is an 8 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.**
- 5. GTA Line Item 5 (Cisco SPA500S) is an attendant console phone accessory that responds to GSA Bid Form 3 Line Item 5 (Attendant Console).**
- 6. GTA Line Item 6 (Aastra 53i) is a 9 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.**
- 7. GTA Line Item 7 (Aastra 55i) is a 9 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.**
- 8. GTA Line Item 8 (Aastra 670i) is an attendant console phone accessory that responds to GSA Bid Form 3 Line Item 6 (Attendant Console).**
- 9. GTA Line Item 9 (Plantronics CS50) is a wireless headset phone offered as an optional additional accessory. Features are described in the data sheet provided in the bid.**





**GSA REQUEST 3**

Bid Form 6: Original bid-form request for Non Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the government's bid requirement.

**GTA Clarification for Bid Form 6.**

GTA's Bid Form 6 contains nine Line Items. These Line Items are different Non-Centrex phone instruments and accessories. Each GTA Line Item is clarified below.

1. GTA Line Item 1 (Aastra 9116LP) is a single line phone instrument that responds to GSA Bid Form 6 Line Item 1 (Single Line Phone with Call Hold and Message Waiting Lamp).
2. GTA Line Item 2 (Cisco SPA501G) is an 8 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
3. GTA Line Item 3 (Cisco SPA504G) is a 4 line phone instrument that responds to GSA Bid Form 6 Line Items 2 and 3 (Single and 4 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
4. GTA Line Item 4 (Cisco SPA508G) is an 8 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
5. GTA Line Item 5 (Cisco SAP500S) is an attendant console phone accessory that responds to GSA Bid Form 6 Line Item 5 (Attendant Console).
6. GTA Line Item 6 (Aastra 53i) is a 9 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
7. GTA Line Item 7 (Aastra 55i) is a 9 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
8. GTA Line Item 8 (Aastra 670i) is an attendant console phone accessory that responds to GSA Bid Form 6 Line Item 5 (Attendant Console).
10. GTA Line Item 9 (Plantronics CS50) is a wireless headset phone offered as an optional additional accessory. Features are described in the data sheet provided in the bid.



#### GSA REQUEST 4

**Bid Form 8: Original bid form request for Monthly Recurring Cost for Mobile Telephone Service and Device. Teleguam Holdings has offered seven (7) line items please clarify each line item being offered that addresses the governments bid requirement.**

#### GTA Clarification for Bid Form 8

**GTA's Bid Form 8 contains a total of eleven Line Items. These Line Items are Monthly Recurring Costs (MRC) for mobile phone units and services. GTA assumes that GSA requests clarification on the first seven GTA Line Items because the last four GTA Line Items are identical to those on the GSA Bid Form. Each of the first 7 GTA Line Items is clarified below.**

- 1. GTA Line Item 1 (MRC for mobile phone service for 1000 minutes, no charge for ON-NET calls, free nights and weekends, unlimited text) responds to GSA Bid Form 8 Line Item 1 (Monthly Recurring Cost (MRC) for mobile phone service that provides: (a) 1,000 minutes, per subscriber, for Off-Net calls within Guam which are pooled with other GovGuam subscribers; (b) no charge for ON-NET calls to/from any other subscriber of the Bidder (within Guam); (c) free Nights and Weekends; and Unlimited Text Messaging to the World).**
- 2. GTA Line Item 2 (Blackberry Data MRC for Unlimited data, etc) responds to GSA Bid Form 8 Line Item 2 (MRC for Unlimited data plan within Guam with data tethering device to enable a laptop to use the data capability (Data tethering device must be provided when this option is selected)).**
- 3. GTA Line Item 3 (Non-Blackberry MRC for unlimited data, etc) responds to GSA Bid Form 8 Line Item 2 (MRC for Unlimited data plan within Guam with data tethering device to enable a laptop to use the data capability (Data tethering device must be provided when this option is selected)).**
- 4. GTA Line Item 4 (Blackberry Torch) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).**
- 5. GTA Line Item 5 (Android Phones) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).**
- 6. GTA Line Item 6 (iPhone 8Gb) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).**
- 7. GTA Line Item 7 (iPhone 32GB) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).**



624 North Marine Corps Drive  
Tamuning, Guam 96913

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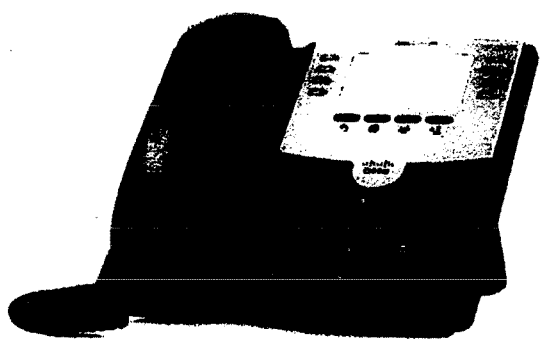
If you have any questions or need further clarification, please do not hesitate to call Jennifer Sgambelluri, Account Manager at 644-0116 or Andrew Quenga at 644-1609.

Sincerely,



John J. Kim  
Vice President & Controller

Figure 1. Cisco SPA501G Basic 8-Line IP Phone



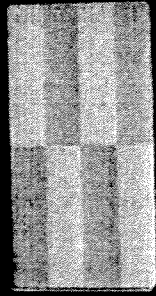
### Telephony Features

- Eight voice lines
- Four Independent SIP Registrations\*
- Line status: active line indication
- User interface driven by Interactive Voice Response (IVR)
- Shared line appearance\*\*
- Speakerphone
- Call hold
- Music on hold\*\*
- Call waiting
- Outbound caller ID blocking
- Call transfer: attended and blind
- Three-way call conferencing with local mixing
- Multiparty conferencing via external conference bridge
- Automatic redial of last calling and last called numbers
- On-hook dialing
- Call pickup: selective and group\*\*
- Call park and unpark\*\*
- Call swap
- Call back on busy
- Call blocking: anonymous and selective
- Call forwarding: unconditional, no answer, on busy
- Hot line and warm line automatic calling
- Call logs (60 entries each): made, answered, and missed calls
- Personal directory with auto-dial (100 entries)
- Do not disturb
- Digits dialed with number auto-completion
- Anonymous caller blocking
- Uniform Resource Identifier (URI) (IP) dialing support (vanity numbers)

- On-hook default audio configuration (speakerphone and headset)
- Multiple ring tones with selectable ring tone per line
- Date and time with support for intelligent daylight savings
- Call start time stored in call logs
- Distinctive ringing based on calling and called number
- 10 user-downloadable ring tones
- Speed dialing, eight entries
- Configurable dial/numbering plan support
- Intercom\*\*
- Group paging\*\*
- Network Address Translation (NAT) Traversal, including Simple Traversal of UDP Through NATs (STUN) support
- DNS SRV and multiple A records for proxy lookup and proxy redundancy
- Syslog, debug, report generation, and event logging
- Highly secure call encrypted voice communications support
- Built-in web server for administration and configuration with multiple security levels
- Automated remote provisioning, multiple methods; up to 256-bit encryption (HTTP, HTTPS, Trivial File Transfer Protocol [TFTP])
- Option to require administrator password to reset unit to factory defaults

#### Hardware Features

- Paper label area
- Dedicated illuminated buttons for:
  - Audio mute on/off
  - Headset on/off
  - Speakerphone on/off
- Voicemail message waiting indicator (VMWI) light
- Voicemail message retrieval button
- Dedicated hold button
- Settings button for access to IVR menu
- Volume control rocking up/down knob controls handset, headset, speaker, ringer
- Dedicated keys for redial, cancel, conference, and transfer
- Standard 12-button dialing pad
- High-quality handset and cradle
- Built-in high-quality microphone and speaker
- Headset jack: 2.5 mm
- Two Ethernet ports with integrated Ethernet switch: 10/100BASE-T RJ-45
- 802.3af-compliant PoE
- Optional 5 VDC universal (100-240V) switching; power supply is ordered separately (Cisco PA100)



**Quick Start Guide**



**Check Small Business  
IP Phone Models SPA501G, SPA502G, SPA504G,  
SPA508G, and SPA508G**

**Package Contents**

- IP Telephone
- Phone Stand
- RJ-45 Ethernet Cable
- Quick Start Guide
- Documentation on CD-ROM

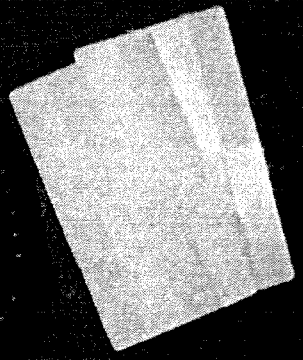
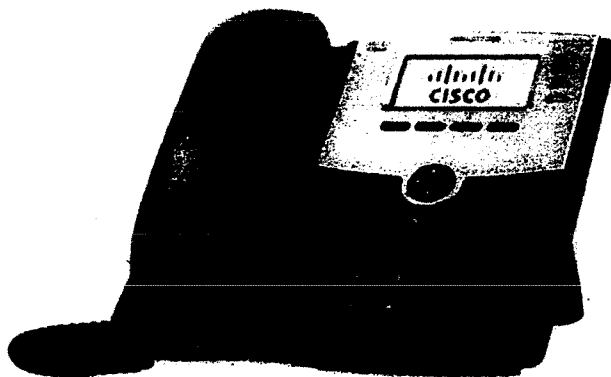


Figure 1. Cisco SPA 504G 4-Line IP Phone



### Telephony Features

- Four voice lines
- Four Independent SIP Registrations\*
- Line status: active line indication, with name and number
- Menu-driven user interface
- Shared line appearance\*\*
- Speakerphone
- Call hold
- Music on hold\*\*
- Call waiting
- Caller ID name and number
- Outbound caller ID blocking
- Call transfer: attended and blind
- Three-way call conferencing with local mixing
- Multiparty conferencing via external conference bridge
- Automatic redial of last calling and last called numbers
- On-hook dialing
- Call pickup: selective and group\*\*
- Call park and unpark\*\*
- Call swap
- Call back on busy
- Call blocking: anonymous and selective
- Call forwarding: unconditional, no answer, on busy
- Hot line and warm line automatic calling
- Call logs (60 entries each): made, answered, and missed calls
- Redial from call logs
- Personal directory with auto-dial (100 entries)
- Do not disturb

- Digits dialed with number auto-completion
- Anonymous caller blocking
- Uniform Resource Identifier (URI) (IP) dialing support (vanity numbers)
- On-hook default audio configuration (speakerphone and headset)
- Multiple ring tones with selectable ring tone per line
- Called number with directory name matching
- Ability to call number using name: directory matching or via caller ID
- Subsequent incoming calls show calling name and number
- Date and time with support for intelligent daylight savings
- Call start time stored in call logs
- Call timer
- Name and identity (text) displayed at startup
- Distinctive ringing based on calling and called number
- 10 user-downloadable ring tones
- Speed dialing, eight entries
- Configurable dial/numbering plan support
- Intercom\*\*
- Group paging
- Network Address Translation (NAT) Traversal, including Simple Traversal of UDP Through NATs (STUN) support
- DNS SRV and multiple A records for proxy lookup and proxy redundancy
- Syslog, debug, report generation, and event logging
- Highly secure call encrypted voice communications support
- Built-in web server for administration and configuration with multiple security levels
- Automated remote provisioning, multiple methods; up to 256-bit encryption (HTTP, HTTPS, Trivial File Transfer Protocol (TFTP))
- Option to require administrator password to reset unit to factory defaults

#### Hardware Features

- Pixel-based display: 128 x 64 monochrome LCD graphical display with backlight
- Dedicated illuminated buttons for:
  - Audio mute on/off
  - Headset on/off
  - Speakerphone on/off
- 4-way rocking directional knob for menu navigation
- Voicemail message waiting indicator (VMWI) light
- Voicemail message retrieval button
- Dedicated hold button
- Settings button for access to feature, setup, and configuration menus
- Volume control rocking up/down knob controls handset, headset, speaker, ringer



# EXHIBIT A: GSA-064-11 Analysis

## GTA Bid Form 2 and 3 Submission/Evaluation

GTA Bid Form 3		Evaluation of Telephone Compliance with IFB					
GTA Model Numbers	Description of GTA Telephone Offers	GTA Monthly Lease to Purchase	GTA Purchase Price	BF 3.1 Single line Analog Phone	BF 3.2 Single line Digital Phone with Digital Display	BF 3.3 4 line Digital Phone with Digital Display	BF 3.4 6 line Digital Phone with Digital Display
Aastra 9116LP	Single line Analog Phone with call hold	\$1.85	\$61.20	Yes	No	No	No
Cisco SPA501G	up to 8 line with Digital Display, HandsFree	\$3.52	\$116.64	No	No	No	No
Cisco SPA504G	4 line with digital display, Hand Free telephone	\$4.93	\$163.30	No	Yes	Yes	No
Cisco SPA508G	up to 8 line with Digital Display, HandsFree	\$5.87	\$194.40	No	Yes	Yes	Yes
Cisco SPA500S	Cisco Attendant Console	\$2.35	\$77.79	No	No	No	No
Aastra 53i	up to 9 line Digital Display, Handsfree	\$4.96	\$164.34	No	Yes	Yes	Yes
Aastra 55i	up to 9 line Digital Display, Handsfree	\$5.65	\$187.14	No	Yes	Yes	Yes
Aastra 670i	Aastra Attendant Console	\$4.13	\$136.80	No	No	No	No
Plantronics CS50	Wireless Headset	\$6.70	\$221.94	No	No	No	No

Contrary to GTA's description for this BF item, this phone (Cisco SPA501G) was determined by GSA not to have a digital display and was rejected by GSA as non-compliant.

These phones represent the lowest priced compliant models for each of the BF 3 items that were recommended by GTA and are used in the BF 2/3 evaluation formula below.

Bid Form/Item	BF Item Description	One time Costs	Monthly Cost	Multiplier	Score	
2.1	POTS	0	27.21	24	653.04	
2.2	Digital VoIP	0	16.00	24	384.00	
Bid Form/Item	BF Item Description	Purchase	Monthly Lease	GTA Model	Score	
3.1	Single line Analog Phone	61.20	1.85	Aastra 9116LP	PDS Evaluation of GTA Bid Form 2 and 3 based on GSA Evaluation formula and use of compliant phones submitted by GTA.	
3.2	Single Line Digital Phone	163.30	4.93	Cisco SPA504G		
3.3	4 Line Digital Phone	163.30	4.93	Cisco SPA504G		
3.4	8 Line Digital Phone	164.34	4.96	Aastra 53i		
<b>Averages for Purchase and Monthly Lease</b>		138.035	4.1675	Averages times multiplier	5	690.175
				<b>GTA Evaluation Score *</b>	<b>5</b>	<b>20.838</b>
				<b>PDS Evaluation Score *</b>	<b>1,612.45</b>	<b>1,748.05</b>

Reference GTA Appeal at pg 10

\* The lowest score presents the lowest bidder for Bid Forms 2 & 3

TAB m

GENERAL SERVICE AGENCY  
(Ahasiun Setbision Hinirat)  
Government of Guam  
P.O. Box FG, Agana, Guam 96910  
Tel: 477-1710-13 Fax: 472-4217 / 475-1716/27

Accountability \* Impartiality \* Competence \* Openness \* Value

### REVISED BID STATUS

Date: MAY 03, 2012

TeleGuam Holdings, LLC  
Attn: Jennifer Scambelluri  
624 North Marine Corps Drive  
Tamuning, Guam 96913  
Tel: 644-0116 / Fax: 644-0103

BID INVITATION NO.: GSA-064-11

OPENING DATE: December 19, 2011

DESCRIPTION: TELECOMMUNICATION SERVICES

The following is the result of the above-mentioned bid. Refer to the items checked below.

- Cancelled (in its entirety), or partially cancelled due to:
  - Insufficient funds;
  - Change of specifications; or
  - Insufficient number of bidders.

- Rejected due to:
  - Late submission of bid;
  - No bid security or insufficient bid security amount submitted; as required by section 11 of the General Terms and Conditions;
  - Not meeting the delivery requirement as stated in the IFB;
  - Non-conformance with the specification offered on Bid Form 3 – Up to 8 line with Digital Display, Hands Free (Ref: SPA501G offered)
  - Inability to provide future maintenance and services to the equipment;
  - High Price: Bid Forms 2, 3, 5, 6, 11, 13, and 14
  - Others:

- Bid recommended for award: **MULTIPLE AWARD**
  - TeleGuam Holdings, LLC – See attached award
  - Pacific Data Systems – See attached award
  - PTI Pacific Inc. dba: IT&E - See attached award

REMARKS:  
  
Thank you for your participation with this bid. Please send your authorized personnel to pickup the original bid status and bid bond/cashier check.

Please Print  
ACKNOWLEDGEMENT COPY (Re-fax to GSA)

Rev: 1/95 Received BY: W. A. [Signature]

Date: 5/3/12

Vendor Name: TeleGuam Holdings LLC

Fax #'s: 472-4217 / 475-1727 / 1716

*Adria F. San Nicolas 5/3/12*  
CLAUDIA S. ACFALLE  
Chief Procurement Officer



TAB N

October 5, 2012

Memorandum

Mr. Vincent C. Camacho  
c/o Carlsmith Ball LLP  
134 W. Soledad Ave(hk)  
Bank of Hawaii Building, Suite 401  
Hagatna, Guam 96910

Please Print  
ACKNOWLEDGEMENT COPY (Re-fax to GSA)

Received BY: \_\_\_\_\_

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

Vendor Name: \_\_\_\_\_

Fax #'s : 472-4217 / 475-1727 / 1716

Re: Protest on GSA Bid Number 064-11

Dear Mr. Camacho:

I am in receipt of your memorandum dated May 18, 2011, in which you protested the government's determination and award on bid forms 2 and 3.

You protested on the following basis:

1. You indicated that GSA should not have revised the Bid Status relative to Bid Forms 2 and 3 because GTA's submission for Bid Form 3 was compliant with the Bid Specifications.

Response: Bid Form 2 and revised bid form 3 both indicated on the second row "single line "DIGITAL DISPLAY" with hands free display, programmable feature and wireless handset options". There was no requirement that all instruments have a digital display. In reviewing your submittal, there were only 3 areas where digital displays are required in bid form 3.

2. In its Revised Bid Status and response to PDS protest filed on April 27, 2012, GSA erroneously determined that Teleguam submitted multiple price offers: rather, Teleguam provided a selection of telephone instruments to the government of Guam as required by the bid specifications.

Response: The government responded to this/ On "Responses to Questions ledged by Prospective bidders" dated September 17, 2011 on item 2. "All Parts" a. Bid Form. We stated in pertinent part " The Bidder are reminded and shall read all of the requirements in the excel spreadsheet carefully before responding. The Bid Forms are in addition to any Bid specifications provided for in Amendment No.4 to this IFB. All Bid Forms were replaced and label RFB 1 through RFB 15 (Refer to Amendment Number 4 item #34).

COMMITTED TO EXCELLENCE

FAX RECEIVED

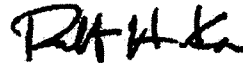
OCT 05 2012

TIME: 2:45 PM

3. GSA's Revised Bid Status dated May 3, 2012, must be rescinded and GSA's original Bid Status issued on April 27, 2012 be reinstated because Teleguam is the lowest most responsible bidder under the requirements set forth in Bid Forms 2 and 3.

Response: The lowest listed phone submitted by GTA (Cisco SPA501G) did not have a digital display, thereby not meeting the specifications. GSA then went to the next lowest cost, the Cisco SPA504G. Based therefore upon the above stated information, GSA applied the cost difference between the two instruments to determine the cost.

Based upon the above, your protest is hereby denied. You have the right to seek administrative or judicial review as provided by the law.



ANITA CRUZ  
Buyer Supervisor