



JUDICIARY OF GUAM
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Procurement & Fac. Mgt. Administrator

April 8, 2014

MEMORANDUM:

To: All Prospective Bidders

From: Acting Administrator of the Courts

Subject: **Addendum No. 1**
Invitation for Bid: IFB 14-03
Communication Services

Below are responses to clarifications/questions in reference to the above IFB 14-03:

1. There is point to point services requested, is there any internet backhaul requested or is it just 20mb between two sites without any internet services?

Response: The requirement is for point to point Ethernet services (Metro-Ethernet), without any Internet back-haul.

2. If we are providing a point to point connection w/o backhaul, is an Ethernet router required or does it just need to be an Ethernet handoff where a media converter or SFP switch can be used?

Response: No Router is required, as the same IP subnet is used on both sides of the connection. The Ethernet hand off should be copper to be directly plugged into an Ethernet switch on both ends.

3. Will we have an environmentally controlled and secured location to place our network, phone and other equipment? If so, how much space is allotted at each courthouse?

Response: The equipment of the current vendor is currently located in the file room. This is a secured location with controlled access. The current equipment is housed in a mini-rack mounted to the wall. If needed, space can be made for a floor mounted rack.

4. If all cabling will be replaced throughout Northern Satellite office what are the days and times that the Judiciary will allow work to be done?

Response: Cabling will not be required to be replaced at the Northern Court Satellite. Existing cat5 cables are owned by the Judiciary, therefore, the awarded contractor will be allowed to utilize

all existing cables within the Northern Court Satellite.

All work to be done to install the system will be coordinated with the Judiciary. The vendor will be allowed to work during normal working hours as long as they do not disrupt normal work operations. Work to be performed after working hours and weekends will be coordinated in advance so that access and security matters are addressed before work begins. Scheduling of work will be done once the contract is awarded.

5. Are there any restrictions on when work can be scheduled or any areas that will require pre-authorization from the Judiciary?

Response: Due to security and safety the Judiciary of Guam requires that all vendors submit to a background check at the cost of the Judiciary prior to working on the Judiciary premises. Once this background check is completed and all vendors are cleared they will be authorized to work on Judiciary premises. A representative of the Judiciary will always be present during the installation period. A schedule will be prepared prior to installation so that daily operations are considered and that court operations are not interrupted. Weekend work will be coordinated in advance.

6. Please provide a list of all telephone numbers and extensions.

Response: As stated in IFB 14-03; Section A. General Specifications (page3) item 3. Due to security reasons detail list of numbers will only be provided to the awarded contractor and only after a contract is fully executed.

7. Please provide a diagram of the existing office layout, indicating where all telephone instruments are located?

Response: Please see the diagram attached.

8. Please provide the specs of the Polycom equipment used for video conferencing as well as the specs for the ISDN/PRI that is being utilized.

Response: The video conferencing equipment is a Polycom VS4000 with a Polycom PIF (ISDN PRI External Module, model PX4-XX20). For a full description, please see the Polycom Integrators' Reference Manual at the following URL:
http://support.polycom.com/global/documents/support/setup_maintenance/products/video/viewstation_EX_FX_vs4000_integrator_reference_manual.pdf

9. Does the Judiciary have a preferred transport for their telephone services, analog trunks, SIP trunks, etc.?

Response: The services required are outlined in the bid-package. The Judiciary does not specify the transport for telephone services, only that the required features be delivered.

10. Is the Judiciary using the full PRI (23 timeslot) or a fractional one.

Response: The ISDN PRI requested is a full 24 channel T-1 PRI, with 23 B channels and 1 D channel.

11. On page 3, under Section A. General Specifications item 1. Equipment and on page 4, under Technical Specifications, it indicates that the contractor shall be responsible for providing all new equipment. If the selected contractor is the incumbent provider, do we need to replace the existing instruments with new devices?

Response: Yes

12. Are there minimum requirements for features on the phone units themselves?

Response: Yes please refer to Section B. Technical Specifications item 1, page 1, for minimum telephone instrument requirements.

13. On page 4, under Technical Specifications, item 1. Regarding telephone Services. Would it be required to have 4 digit extension to extension dialing from not only within the Northern Court but also to your locations in the Main Court in Hagatna?

Response: The Northern Court Satellite contains and will continue to contain a separate telephone system from the Main Court therefore extension dialing will only be required to transfer amongst the numbers located within the Northern Court Satellite and the Judiciary is not requiring extension dialing between the Judiciary's Dededo and Hagatna location.

14. On page 4, under Technical Specifications item 4. Regarding 20mb point to point service. What is the quality of service/service level agreement requirements for the link?

Response: Although no SLA is specifically mentioned in the IFB, the services required by this IFB should conform to industry standards and norms. Suggestions for latency of less than 20 milliseconds and packet loss of less than 1%, should be more than sufficient to for the requirements. The suggestion of less than 5 hops, should not apply in this instance as we are not asking for routed services (the same IP subnet will be in use at both ends).

15. Is wireless circuit an acceptable form of local transport to support the 20mb services? If so, what level of encryption is required for this type of wireless transport?

Response: Unless sufficient assurances can be made with respect to uptime, latency, packet loss, and jitter can be made, wireless transport will not be considered. If, in the event, that it were to be acceptable, we would require AES with at least 192-bit, rotating key encryption.

16. Is the bidder required to provide web-based access to monitor usage of the circuit and a means to monitor the data traffic, packet errors, and latency?

Response: The bidder is not required to provide service metrics; however, from time to time the Judiciary may request netflow data to determine if there is a need to increase the speed of the required data services.

17. Is the bidder required to provide a Service Level Agreement (SLA) documenting the performance metrics of the service and recourse for the court if these metrics are not met?

Response: Adequate controls and remedies are already included in the RFP/Scope of Work, therefore a SLA is not required.

18. Is the data traffic to be sent over the 20mb circuit classified as an Intra-State or Inter-State traffic? This classification definition is required to determine if the service is applicable to required federal surcharges for Inter-State data circuits.

Response: Since the circuit is between two points that are within the territorial borders of Guam, the circuit would be classified as Intra-State.

19. Please confirm that all amounts to be bid should be **All** inclusive of any and all applicable local, federal, or other surcharges associated with the services being bid and that no additional amounts may be added by the bidder.

Response: This is a firm fixed price contract and the bid price should include all cost associated with the services being provided.

20. Please provide a current floor plan showing existing stations and stations to be added.

Response: The current floor plan has been attached as stated in question no. 7. If or when a future station will be added cannot be determined at this time therefore only current locations will be provided.

21. Please indicate whether existing inside wire will be utilized for services to be provided under the bid or whether the selected provider will have to install new inside wire?

Response: Please refer to question number 4.

22. Please provide a network layout/diagram of the Northern Satellite Court.

Response: To which network are you referring? If it is the existing vendor's network used for the phone system, the Judiciary does not have one, as this would be proprietary to the existing vendor. If it is for the Judiciary data network, the network topology is flat and consists of a single, gigabit-Ethernet switch.

23. Please identify existing video conference equipment utilized by the Judiciary of Guam to include model number, manufacturer, and version with applicable software.

Response: Please refer to question number 8.

24. Please indicate whether the Judiciary plans on replacing such video conference equipment during contract term and if so please identify the name, manufacture, and applicable software if possible. If there are no plans for replacement, please identify name, manufacture and applicable software for existing equipment.

Response: At this point in time the Judiciary has no plans in changing the current video conferencing equipment. See question number 8 for current equipment description.

25. Please indicate if video conference sites will include sites outside of the Northern Court Satellite such as DOC Mangilao, Department of Youth Affairs, and Hagatna Detention Center requiring a 20mb Point to Point Service.

Response: There is no defined end-point for the video connection. Connection can be to anywhere there is compatible equipment, having an ISDN connection. The required service for the video conferencing equipment is an ISDN-PRI, with long distance dialing.

26. Please indicate if video conferencing feature is to include sites off-island and if call minutes are to be included.

Response: The Judiciary of Guam will be requiring that the ISDN/PRI line have long distance capability but will only utilize it on an as needed basis and will pay for those charges separately. Please provide in your bid a listing of current long distant rate charges for video conferencing.

27. Please advise if the Judiciary of Guam is deemed part of the Emergency Operations Center/Emergency Support Function for the Government of Guam and the Territory, requiring uninterrupted access to 24x7x365 service provisioning (i.e. access to the Criminal Justice Information System, NCIC and other law enforcement data bases.)

Response: The Judiciary is not currently part of the DHS Emergency Operations Center, with regards to its data services.

28. Please advise if the Judiciary of Guam is required to access telecommunications data and services for evaluation, analysis and dissemination of information and intelligence data that provides public safety, vis-a-via 24x7x365 service provisioning (i.e. access to the Criminal Justice Information System, NCIC and other law enforcement data bases).

Response: The Judiciary is not required to provide 24x7x365 services, with regards to its data services.

29. Please note that the deadline for submissions of questions and inquires provided by the IFB No. 14-03 is April 4, 2014 and the deadline for submission of bids is April 11, 2014. Thus resulting a short time period between the Judiciary's response to bidder's questions and the date for submission of bids may not allow reasonable time for bidders to prepare their technical bid proposals if bid specifications are modified by the Judiciary's responses to bidder's questions. Thus, your fair consideration of a reasonable extension of the deadline for submission of bids is hereby requested.

Response: The deadline to submit bids has changed from April 11, 2014 to April 18, 2014 at 2:00 p.m., Guam Standard Time.

IFB 14-03-Addendum no. 1

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Please be reminded that this Addendum no. 1 shall be acknowledged in your bid proposal. Failure to acknowledge this addendum shall result in disqualification from this bid.

Should you have any questions please contact Mr. Raymond L.G. Taimanglo Procurement & Fac. Mgt. Administrator at 475-3393/3175.



JOSHUA F. TENORIO

Cc: PFMA
Bid File

