



Judiciary of Guam

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HON. ROBERT J. TORRES
CHIEF JUSTICE

HON. ALBERTO C. LAMORENA III
PRESIDING JUDGE

JOSHUA F. TENORIO
ADMINISTRATOR OF THE COURTS

July 12, 2016

MEMORANDUM:

To: All Prospective Bidders

From: Administrator of the Courts

Subject: **Amendment no. 1**
IFB 16-10; PowerEdge R730 Rack Servers

Below is a response to the question submitted to my office:

1. Relative to section VI.A.1, bid specifies "Support should be provided directly from the manufacturer," is "Support" referencing "Hardware Support Services" in Bid Item No.1?
 - a. If so, please confirm, all Hardware Support Services, inclusive of On-Site service, must be performed by the manufacturer and not by the manufacturer's partner/reseller?

Response: The partner or reseller, may be the one who provides the on-site service, however the problem determination and diagnosis will be made directly utilizing the manufacturer's support personnel. We have had differences with local vendors providing the support and then having to confer with the manufacturer. This causes delays in resolving issues with critical infrastructure. We have also experienced differences of opinions with local vendor on-site personnel. In order to avoid these issues, we require interaction directly with the manufacturer in determining the nature of the issue and the resolution. After the resolution has been determined, the local re-seller can provide the service, provided that it can be scheduled around production hours, should any downtime be required.

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


JOSHUA F. TENORIO

Cc: P&FMA
IFB 16-10