



JUDICIARY OF GUAM
Administrative Office of the Courts

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Katherine A. Maraman
Chief Justice

Alberto C. Lamorena III
Presiding Judge

John Q. Lizama
Administrator of the Courts

September 9, 2019

Memorandum:

To: All Offerors

From: Administrator of the Courts

Re: **Amendment no. 2**
Ref: RFP 19-06; VOIP Telephone Services

Below are responses to questions submitted to my office in reference to RFP 19-06:

1. Please confirm if all sites will require an 8-hour UPS backup or just location 1 Guam Judiciary Center MDF where main system will be installed? If so, will enough space be provided at all sites?

Response: Yes, each facility is required an 8-Hour UPS backup and space will be provided.

2. Does the Judiciary own all existing server cabinets located at MDF and IDF's? Will the awarded bidder be allowed to utilize the current cabinet space?

Response: The Judiciary does not own existing server cabinets located at MDF and IDF, only the telephone instruments. Awarded vendor will have to provide server cabinets where needed.

3. Does the Judiciary own current UPS battery backups at all locations?

Response: The Judiciary does not own current UPS Battery backups at all locations.

4. Does the Judiciary own the existing infrastructure, including but not limited to, 55 blocks Amphenol cables, Cat6, Cat5, and Cat3?

Response: Yes.

5. Are conference phone units a requirement?

Response: Conference phone units are not required, just the conference feature.

6. Are all the phone instruments required to be corded?

Response: No. There are a few offices where desk space is limited, and may require cordless instruments.

7. Will the total amount of SIP trunks equal the total amount of VOIP lines for each location?

Response: The current system is currently operating a ratio of 1 trunk line per 2 extensions, 36% utilization. The Judiciary reserves the right to increase the utilization percentage within the contract terms. Offerors are required to enter the cost in the attached revised Pricing Sheet.

8. Will the Judiciary be keeping the same phone numbers? If so, would time be allotted to awarded to complete porting?

Response: Yes, the Judiciary would like to keep the existing phone and fax numbers. If awarded vendor requires additional time for porting, the Judiciary will allow it.

9. Are digital handsets with same capabilities as VOIP units be acceptable provided they utilize SIP trunking?

Response: So long that it has the same capability or features listed in Section XI (C) 2.

10. Will additional time be provided to the awarded vendor to allow time to procure and install required equipment?

Response: Yes.

11. Will installation be permitted during working hours?

Response: If work requires drilling or involves noise, work has to be done after working hours and/or weekends. Awarded vendor will have to provide a plan that shows installation area, so that the Judiciary can determine whether or not awarded can work during working hours.

12. Will there be any phone units need to be wall-mounted? If so, how many?

Response: At least 4 units need to be wall mounted. (2 Atrium are (1st and 2nd floor), 1 C&M, 1 Probation 2nd floor)

13. Would we be able to obtain floor plans/communication conduit path plans from entry point to Demarc? Preferably by section/division, if available.

Response: The Judiciary does not have a floor plan/communication path plans from entry point to demarcation. If requested, the Judiciary may conduct another site-visit to allow offerors to see these points.

14. What are the limitations on drilling/modifying of buildings or office areas?

Response: Awarded vendor will have to obtain approval from the Judiciary prior to drilling/modifying of buildings or office areas. Facilities such as NCS and Sinajana Storage are leased facilities and will require approval from the landlords. Please refer to RFP Section XI. D (4) for installation requirements. Work that involves noise or drilling is to be done after working hours and/or weekends.

15. Is Cat6 run to each phone location a requirement?

Response: Current connection from IDF to Phone Jack is 2-wire connection, and from adapter to phone is using Cat6. Proposer may use other than Cat6 so long that the system works.

16. What information would the awarded vendor need to submit for their team who will conduct installation?

Response: Awarded vendor will be required to submit the names of the personnel who will be assigned to this project, to include their Social Security No. and Date of Birth. Personnel with court cases may not be allowed to work on this project especially inside the Judiciary's facilities.

17. For the facilities location in Sinajana, are we able to attach a dropline (coax) to the building? (see attachment)

Response: Yes, both options are acceptable.

Option#1 – Metal pipe on the roof

Option#2-Install machine bolt/thimbleye on the roof lip (requires drilling 5/8"hole)

Are we able to drill a 3/8" hole for point of entry into the building?

Response: Yes.

18. As pricing is dependent on the responses for the questions submitted, please advise when responses will be provided or if bid submission date will be extended?

Response: All responses to the questions submitted are contained in this amendment.

19. Reference page 15 Section XI of the RFP, please advise if Audio Conferencing should be included with the capabilities of the system. If yes, please advise the number of simultaneous participants to be supported by this feature.

Response: Yes. Current audio conferencing allows 20 maximum no. of participants. If there's a cost above 20 participants, please indicate the price in the pricing sheet attached. The Judiciary reserves the right to increase the maximum no. of participants within the contract period.

20. Reference page 15, Section XI of the RFP, please advise if the system should support a Juror Notification capability. If yes, please describe how this function should operate.

Response: Yes, the system should support a dedicated hotline no. and/or line for Jurors to call in and hear the instructions. The Jury Unit is responsible for this line, and shall be able to update the message/instruction at any time, from either a landline or cellphone. Updating the instructions shall require a password. If the cost for a juror hotline is different from the telephone service, please enter the cost in the revised Pricing Sheet attached.

21. Reference page 13, Section XI of the RFP, please advise the desired ratio of Public Switched Telephone Network (PSTN) trunk lines to user extensions to be supported. This is expressed as a ratio; for example – 1 trunk line per 3 telephone extensions (1:3). The number of PSTN Trunk Lines determines the maximum of incoming and outgoing external calls that will be supported by the service. PSTN Trunk lines are also assessed certain regulatory fees such as 911, Subscriber Line Charges, Universal Service Fund (USF) Contributions, and other applicable regulatory recovery fees and surcharges. The definition of this service parameter is essential to insure a fair and equal price comparison between all offers. For the Courts information, the current service is operating at a ratio of 1 trunk line per 2 extensions (1:2).

Response: Keep ratio the same as current, 1 trunk line per 2 extensions (1:2).

22. Reference page 17-19, Section XI of RFP, please confirm that the Proposer may modify the form on page 18 to include all local and federal regulatory surcharges, fees, and taxes as may be applicable for each of these services specified.

Response: Yes, proposers may modify the form to include All local and federal regulatory surcharges, fees and taxes as may be applicable for each of these services specified. These fees will not be part of the evaluation criteria.

23. Reference page 12 and 17, Section XI of the RFP, please advise if Proposer is required to provide an installation schedule/plan showing how the Proposer will meet the installation/service delivery requirement of October 1, 2019.

Response: Yes. Please refer to RFP Section XI. D(5). If proposers submit a plan and goes over the delivery requirement of October 1, 2019, the Judiciary may still consider and/or may not disqualify the proposer, if the Judiciary determines that the delivery requirement of October 1, 2019 is not reasonable.

24. Reference page 8, Section B of the RFP, please advise if the Proposers ability to install the proposed system by the required service date of October 1, 2019 is included in the evaluation factors to be considered. If yes, please define the score that will apply to this evaluation item and if the existing evaluation form will be modified to more clearly reflect this evaluation factor.

Response: It is preferred that the new system is installed and operational by October 1, 2019. It will not be part of the evaluation criteria.

25. Reference pages 13-14, Section XI of the RFP, please confirm that the IP Network used to support the VOIP service will continue to be physically separated from the Court's internal Data Network per the current service configuration in use today.

Response: Yes.

26. Reference page 12, Section XI of the RFP, please confirm that the Proposer is responsible to provide all required IP Networking equipment/software and associated cabling that is required to provision and support the Proposer's recommended VOIP system.

Response: Yes.

27. Reference pages 12-14, Section XI of the RFP, please confirm that it is the Proposer's responsibility to provide required wide area network (WAN) connections between remote Court location(s) like the Northern Satellite Court in Dededo to the Guam Judicial Center in Hagåtña to support the Proposers recommended VOIP services.

Response: Yes, the awarded vendor is responsible for providing required Wide Area Network (WAN). The Judiciary would also like the Proposers to submit a separate pricing for providing its own WAN connections, and to indicate the required bandwidth for the connections. Should the Judiciary decides to provide the WAN connections within the contract terms, the price will be deducted from the contract amount.

28. Reference pages 12-15, Section XI of the RFP, please advise if the proposed services will include long distance service. If yes, please define how the Proposer should submit its Long Distance pricing for required calling destinations with their proposal response.

Response: There are a few selected numbers that will be allowed to call long distance by dialing direct from their instrument. There are also some numbers that can only call long distance using a calling card. Awarded vendor may be required to provide post-paid long distance cards for those numbers. The Judiciary will also allow a few fax numbers to send and/or receive transactions outside Guam. The Judiciary will provide the telephone and fax numbers allowed to call long distance once a contract is awarded. Long distance and fax calls will be billed separately. Enter the cost for the post-paid cards only in the revised Pricing Sheet.

29. Reference page 13-14, Section XI of the RFP, please confirm that the Proposer may utilize existing available Court inside wiring and communications cables at the service locations noted for the provisioning of its services provided that this wiring is available for this purpose.

Response: Yes. Awarded vendor may utilize existing available court inside wiring and communications cables.

30. Reference pages 13-14, Section XI, please confirm if the analog telephone service lines that will service elevators, alarms, and other "fail-over" requirements must be line powered and originate from the appropriate service location with service standards in accordance with the Guam Public Utilities Commission Minimum Standards Rule 3, which states as follows:

GTA shall furnish and maintain properly designed plant facilities to provide satisfactory circuit transmission of communications between customers. Circuit transmission shall have adequate volume levels and be free of excessive distortion. Levels of noise and cross talk shall be such as not to impair communications. The circuit transmission objectives set forth herein are based upon the use of standard telephone (500 type) sets connected to a 48-52 full float volt direct current supply. The minimum subscriber loop transmission objectives are as follows:

- A. 1,000 HZ loss: -8.5db or less.
- B. Loop circuit: not less than 20 ma.
- C. Circuit noise: 30db mc or less.
- D. CKT balance: 50db or greater
- E. Subscriber loops shall have a loop resistance not exceeding the supervision limit of the associated central office equipment, unless equipped with appropriate supervision extending devices to ensure that proper network control signaling and transmission is provided.

Response: Yes, to the extent that the Guam Public Utilities Commission Minimum Standards Rule 3 is applicable towards the equipment and facilities at the Judiciary. However, Offerors that provide a solution that is like-kind and meets the requirement of Section XI will also be considered by the Judiciary.

Should you have any questions please contact the Procurement Office at 475-3175/3393 or email at mantonio@guamcourts.org and/or jpcepeda@guamcourts.org.


JOHN Q. LIZAMA

Cc: RFP File/P&FMD

Attachment: Revised Pricing Sheet

ATTACHMENT 1 (Amendment no. 2 RFP 19-06)

REVISED PRICING SHEET

COST FOR TELEPHONE SERVICES				
Type of Line	Qty.	Unit Cost	Monthly Cost	Annual Cost
VOIP Lines with Instrument (Refer Section V. (B) for locations.	332 Each	\$	\$	\$
Analog Line with instrument (Instrument (Refer Section V. (B) for location.	1 Each	\$	\$	\$
Analog Line Only For Elevators (Refer Section V. (B) for locations.	6 Each	\$	\$	\$
Analog Line Only for Emergency Generator Alert (Refer Section V. (B) for locations.	1 Each	\$	\$	\$
Analog Line Only for Fire Alarm Alert (Refer Section V. (B) for locations.	1 Each	\$	\$	\$
Analog Line Only for Fax Machines (Refer Section V. (B) for locations.	11 Each	\$	\$	\$
Analog Line Only for Security Alarm (Refer Section V. (B) for location.	1 Each	\$	\$	\$
Analog Line Only for Atriums (Refer Section V. (B) for location.	2 Each	\$	\$	\$
Analog Line Only (Dedicated) for Credit Card Machines (Refer Section V. (B) for locations.	2 Each	\$	\$	\$
Juror Hotline with password protected	1 Each	\$	\$	\$
VOIP and/or Analog Line with long distance capability (Long Distance Call and Fax)	1 Each	\$	\$	\$
Other Applicable Fees (Please specify):		\$	\$	\$
GRAND TOTAL		\$	\$	\$

OPTIONAL ITEMS			
	Description	Unit/Monthly Cost	Annual Cost
1	Utilization at 50%	\$	\$
2	Utilization at 75%	\$	\$
3	Audio Conferencing – 21-30 simultaneous participants	\$	\$
4	Audio Conferencing – 31-40 simultaneous participants	\$	\$
5	Wide Area Network (WAN) connection between remote Court locations such as NCS and GJC (Enter Required Bandwidth: _____)	\$	\$
6	Long Distance Post-paid Card(s) Note: Please enter the cost/fees for long distance cards only.	\$	\$

Note: Cost for optional items will not be included in the evaluation process.