AMENDMENT 6

INVITATION FOR BID
UOG IFB No. B25-08

Date Issued: <u>March 20, 2025</u>

<u>**"UOG UNIFIED COMMUNICATION VOIP"**</u>

This is to notify all prospective offerors of the following amendment set forth below:

1.1 3/5/2025 Pre-Bid Conference & Site Visit minutes set forth as attached.

1.2 3/14/2025 Pre-Bid Conference & Site Visit minutes set forth as attached.

All other terms and conditions remain the same.

Damian Guerrero
Interim Procurement Manager

_____

Please acknowledge receipt and return by email to uog.bids@triton.uog.edu:

Name of company: _____

_____
Print Name/Signature/date

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The University of Guam is a U.S. Land Grant Institution accredited by the Western Association of Schools and Colleges
Senior College and University Commission and is an equal opportunity provider and employer.

MINUTES
Pre-Bid Conference #01
March 05, 2025
10:30 AM
UOG OIT Front Office Conference Room

UOG REPRESENTATIVE:

UOG Procurement Office

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Office of IT, University of Guam

VINCENT DELA CRUZ   (671) 735-2635   vincedc@triton.uog.edu
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ATTENDEES:

Company Name

GTA   Jan Santos
                        Max Zeller
                        Judy Rosario
                        Daniel Guiu
                        Brianne Ibanez
                        Marvin Reyes

CalPac   Agil Alex

Pacific Data Systems John Mantanona

Dimension Systems   Melissa Dimla
                        Kevin Hsueh

I.   INTRODUCTION

Pre-Bid Conference meeting officially starts at 10:35 AM

Hafa Adai and Good Morning everyone, thank you for being here. Please ensure that everyone has signed in on the sign in sheet. For record purposes, this meeting will be recorded.

We are here today for the PRE-BID CONFERENCE and SITE VISIT for INVITATION FOR BID (IFB) UOG BID NO. B25-08 UNIFIED COMMUNICATION VOIP FOR THE UNIVERSITY OF GUAM.

INVITATION FOR BID (IFB)
UOG BID NO. B25-08
UNIFIED COMMUNICATION VOIP FOR THE UNIVERSITY OF GUAM

My name is Damian Guerrero, I am the Procurement Office Representative to assist in facilitating today's IFB meeting. For the record, I will have everyone introduce themselves with their FULL NAME and COMPANY NAME.

Thank you everyone. Our office has a few housekeeping notes.

1. Please be reminded that all communication, questions, and answers during this pre-bid conference and site visit is unofficial. All official communications, questions, answers, and clarifications must be emailed to uog.bids@triton.uog.edu and once received, an official amendment will follow shortly after.
2. Note that UOG will not be accepting any alternate bids.
5. Deadline for submission for sealed bids is due on Thursday, March 13, 2025 on or before 2:00PM.
6. Now, I will hand over the meeting to the Office of IT representatives.

II.   REMARKS FROM OFFICE OF IT

Mr. Dela Cruz: Good morning, everyone. Vince from OIT. As everyone, you guys have all reviewed the package already. Really, what we're looking for is I'd like to have a unified communication system. You know, I don't know what kind of products everybody offers, but primarily unified communications, voip, right? We're looking at replacing our current system, which is a mixed hybrid of stuff of Cisco. Cisco, we have POTS, we have, obviously we won't replace the POTS, but we have Centrix. I don't know if you guys know it. We have an old Avaya system as well. So primarily, you know, I've wanted to modernize the communication system here at UOG. Really, our primary goal and one is reducing telecommunication costs. You know, we know that costs are going up. Our enrollment is not necessarily where we want it to be. So, you know, there's been a direction from the president to find ways to streamline, and to find opportunities where we can maximize funds. The other piece is really I want to look for a system that offers a lower cost of ownership, right? I'm not necessarily looking for a CCID to be able to manage the enterprise that we have. That being said, if that's the requirement, then that's the requirement. But obviously my hope is we get a system that's modern and really easy to maintain, as well as scalable. You know, part of the other goals was really to centralize what we have, modernize what we have. I think the Cisco system was put in 2016-17, some of the older systems like the Avaya I think was here way longer than that. Also, as part of the goal for this solicitation is really to improve communications throughout the university. We want to be able to give each faculty, each staff an extension that they can use. And that's unified all the way across and not having to dial 735, 648, 727, right? Just to get from one office to another. So I really want, if we could do extension-based, that's kind of the route, just what a typical enterprise looks like, nothing fancy. And that goes with simplifying the phone number system. I'm really looking at trying to see if there's a way we can get a block of numbers. So again, getting rid of the, to separate the different numbers for the university, and that way, everybody knows when you call 735, whatever. 100 to 1000 to 2000, that's all the university. With the lower cost of ownership, really finding efficiencies through the systems. I don't know if there's AI out there that can help with some of that, but hoping to see if there's something that could do it. It's not a requirement of it, but now that AI is starting to be a part of the scene, I don't know what that looks like as far as unified communications is concerned, but if that's there, those would be things that I hope we can be part of the solution, if it's possible. And then the last thing is really I want a system that's maintainable. I want maintenance on the system, support, somebody I can call if there's a problem with the system. Not necessarily a 24-7 type of

call, but at the very least, we should be able to do some of the basics. You know, not have to call the US at 11 o'clock at night, because the phone system's not working. I'd like to be able to call someone if there's an issue with the phone system. Okay, with that being said, so primarily we're looking at a solution. We're looking at, again, if you guys read the packet, we're looking at phones. I think I classed out at least three different types of phones, kind of like a basic phone just for the front office or a cost effective phone, maybe something we can put at the dorms. A mid-level phone, I don't know what they're called, and kind of an executive type of phone that probably does some video conferencing. And then the last piece was I put in for Wi-Fi phones, just because I wanted to see what Wi-Fi looks like today, or what Wi-Fi phones look like today. The system should at least accommodate a minimum 1,200 users or extensions with the ability to expand to another 1,000. At the moment, we're probably anticipating about 400 concurrent calls throughout the university. So that system should be able to accommodate that as well. And then just kind of all the basic features. We call it caller ID, call forwarding, what every typical modern phone should have today. That's kind of what I'm expecting the system to be able to provide as far as function nowadays. As well as I've seen some systems that actually have soft phones, like you have an app, that way faculty is not giving out their cell phone number. They can say, oh, you just call this number, this is my extension. I mean, they can receive a call through their phone, if they choose, right? Some faculty probably would not like that, but I know some that are like, man, yeah, I don't even have my cell phone. Is there a way people can just call me when, you know? I think that's pretty much the basics of it. Like, you know, again, I don't, I'm not looking for anything fancy, just really something that can help the university provide a unified communication as well as a system that can be easily maintained, and supported.

(See section VI for Questions and Answers from vendors)

III. REMINDERS
IV. CLOSING REMARKS
Pre-Bid Conference meeting ended at 11:10 AM

V. SITE VISIT
Site visit ends at 11:14 AM

VI.

QUESTIONS & ANSWERS
March 05, 2025

QUESTIONS RECEIVED	FROM

03/05/2025 GTA

QUESTIONS: Is this an all or none bid?

ANSWER: Yes, it is.

QUESTIONS: For the provider that is awarded the services, will they need to provide handsets, voice transport services, service the phones, as well as own the network?

ANSWER: As far as the connection, no. Basically, the connection is not. But everything from the server to the phone, if you were to troubleshoot, I would expect troubleshooting, at least. If there's call quality problems, that would be probably something that we would request support for.

QUESTIONS: The service that you're looking for today, is it primarily just the handsets, or are you guys looking for service plus handsets?

ANSWER: We're looking for a unified communication system, as John was mentioning, a PBX type solution. We do have DIDs with the GTA. So that is already on its own. So those PRI services are separate from this.

PDS

QUESTIONS: Is the bidder responsible for the network cabling and all the POE switches that's required?

ANSWER: No.

QUESTIONS: For the Wi-Fi phones, Would we tell you that you need to put an access point somewhere in order for this Wi-Fi phone to work?

ANSWER: To some degree, yes. We'll work with the vendor to ensure that maybe if the Wi-Fi signal is not quite there, then we'll adjust to make sure that it meets the requirements.

QUESTIONS: Will the vendor rely on UOG's network infrastructure? Will UOG provide layouts of the buildings and locations of where the phones will be?

ANSWER: Pretty much it's a one-to-one. So, all the phones that we currently have, we're just gonna swap it out.

03/05/2025 GTA

QUESTIONS: Is the vendor responsible for the WAN connection?

ANSWER: It depends on how the solution works.

QUESTIONS: So the solution will be either on-prem or hosted in the cloud?

      ANSWER: Correct.

03/05/2025   PDS

      QUESTIONS: Is UOG looking for a hosted solution or an outright purchase?

      ANSWER: We are looking for a solution that UOG owns, not hosted.

03/05/2025   Dimension Systems

      QUESTIONS: The DID fine tuning as far as the block, that's comes later, we're just gonna integrate with what you currently have right now, right?

      ANSWER: Correct.

      QUESTIONS: Are all the different lines (PRI, Analog, SIP) with the same incumbent vendor?

      ANSWER: Yes, GTA.

      QUESTIONS: Does UOG prefer to have the high availability solution on-prem or in the cloud?

      ANSWER: UOG prefers on-site.

                       GTA

      QUESTIONS: If there is porting required, does the current provider need to provide a monthly recurring charge to the winning vendor to have the numbers on their network?

      ANSWER: If that is the requirement for the new solution to work then yes, but UOG is relying on the vendors to let us know the requirements for their proposed solutions.

03/05/2025   PDS

      QUESTIONS: The bid form states 349 devices, are those all the phones UOG have today?

      ANSWER: No, UOG has more phones. The 349 devices are just for Phase 01.

                       GTA

      QUESTIONS: How will UOG award the devices for future phases of this project?

      ANSWER: UOG will purchase more phones in the future as needed.

      QUESTIONS: Can UOG update Exhibit B to include another separate line item of future opportunity purchases so that way it's a one-time fee?

      ANSWER: Sure, UOG can update.

      QUESTIONS: For the term of the contract, as far as the system software, on page 30, it states that the system handsets is year one, and then maintenance and support is year two to five, and then on page 38, there's a five year maintenance and support with two annual renewals, but on page 34, it says minimum of three years manufacturer warranty. Can UOG clarify?

      ANSWER: Three years will be for the handsets, and Five years will be for the system.

      QUESTIONS: So I have a question for your conference bridge. So the conference bridge right now, because that is, for GTA, that would be an additional cost. Okay. How many participants do you expect at the most and how many conference call or bridges do you need for Zoom?

      ANSWER: Please submit the question as an email and we will answer it there.

QUESTIONS: Just to clarify for call recording, if you guys can or if you guys know or if you guys can think about the answer for, the trunks, so if you guys need call recording, it could be stored for one, three, or five years, how long that will be. We'll also need to know quantity of how many lines will need to be enabled for call recording as well as the ability to put the application on the devices, whether it's laptop or mobile phones. If you can provide specifically the quantity of how many users will need them, because that also will be a monthly charge usually.

ANSWER: UOG will answer the official question via email.

QUESTIONS: Lastly, for the GTA side, at least, as far as technical write-ups, company capability, and I believe it was just any supporting documents, for this IFB, you guys aren't looking for any true write ups, right? Because it didn't really have any requirements.

ANSWER: No, because it's an IFB, right now, the expectation is, if you were to bid, all these requirements will be met.

QUESTIONS: Does UOG know when it will be needing this solution in place?

ANSWER: UOG would like to get it in place this year.

QUESTIONS: What kind of solution is your Cisco product?

ANSWER: It is a Cisco Unified Call Manager.

QUESTIONS: What kind of solution is your Cisco product?

ANSWER: It is a Cisco Unified Call Manager.

QUESTIONS: On page 41, we have a grand total. Assuming that that's what the award is being based on, the lowest price for the grand total, confirming that the total price would be based on first, second, and third, boxes total, right?

ANSWER: Correct.

MINUTES
Pre-Bid Conference #02
March 14, 2025
10:30 AM
UOG OIT Front Office Conference Room

UOG REPRESENTATIVE:

UOG Procurement Office

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Office of IT, University of Guam

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ARTY RENGULBAI   (671) 969-2205   rengulbaia@triton.uog.edu

ATTENDEES:

Company Name

GTA   Jan Santos (via Zoom)
                       Judy Rosario (via Zoom)
                       Daniel Guiu (via Zoom)
                       Arvin Reyes (via Zoom)

IT&E   Michaela Taitano
                       Roy Taimanglo
                       Kimberly Gogue (via Zoom)
                       Rob Harrell (via Zoom)

Pacific Data Systems   John Mantanona
                       Franklin Artero (via Zoom)

Docomo Pacific   John Sonden
                       Anthony Sanchez
                       Carlo Reyes

I.   INTRODUCTION

Pre-Bid Conference meeting officially starts at 10:32 AM

Hafa Adai and Good Morning everyone, thank you for being here. Please ensure that everyone has signed in on the sign-in sheet. For record purposes, this meeting will be recorded.

INVITATION FOR BID (IFB)
UOG BID NO. B25-08
UNIFIED COMMUNICATION VOIP FOR THE UNIVERSITY OF GUAM

We are here today for the PRE-BID CONFERENCE and SITE VISIT for INVITATION FOR BID (IFB)
UOG BID NO. B25-08 UNIFIED COMMUNICATION VOIP FOR THE UNIVERSITY OF GUAM.

My name is Damian Guerrero, I am the Procurement Office Representative to assist in facilitating today's IFB meeting. For the record, I will have everyone introduce themselves with their FULL NAME and COMPANY NAME.

Thank you everyone. Our office has a few housekeeping notes.
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2. Note that UOG will not be accepting any alternate bids.
5. Deadline for submission for sealed bids is due on Thursday, March 13, 2025 on or before 2:00PM.
6. Now, I will hand over the meeting to the Office of IT representatives.

II.   REMARKS FROM OFFICE OF IT

Mr. Dela Cruz: Good morning, everyone. Thank you for being here. I believe this is our second pre-bid conference. So really just to kind of, and I'll do what I did on the first pre-bid. Just give you a quick overview of what we're looking for. Right, we're looking to deploy a turn-key unified communication types of system, primarily VoIP throughout the campus, right? The campus right now currently has a hybrid of systems. We have analogs, have business phones, we have a, our PBX, which is the Cisco Unified Boarder Element, router. So, the call manager and really, you know, the goals of- the reason why we're doing this is we really want to primarily reduce telecommunication costs. You know, looking for a system that gives us a lower cost of ownership, something that's simplified, modern to today's UCs that are out there. I wanted to provide improved communication throughout the campus. Right now, we have a mix of systems, if you will. I mentioned the Cisco system. We have Centrix, we have POTs, we have Avaya, and everybody's got their own set of numbers. Eventually my long-term goal is to have a block just strictly for UOG. So, if I'm trying to get a hold of Arty, I'm not having to call 969, If he's trying to get a hold of me, he's got to dial 735 or whatever that looks like. My hope is we can have a unified system that everybody can use. And I'm not even looking for anything fancy. I'm just looking for what today's communications systems look like. So obviously we're able to do that with increased efficiencies, which is one of our goals. And then also to ensure that we have a system that's easy to maintain and is also maintained and I have somebody to call if there's something wrong with the system. So this system is, I'm primarily looking for a system and then handsets that go with it. I don't know if you guys had a chance to go through the packet. It's pretty cut and dry. Really I'm looking for something more of a bit, what do you call it? "Bring Your Own Carrier" type of solution, right? So regardless of who the provider is, it's easy to connect it if the provider changes. And that's pretty much my spiel that I think I went through the last time.

(See section VI for Questions and Answers from vendors)

III.   REMINDERS

IV.   CLOSING REMARKS

Pre-Bid Conference meeting ended at 10:49 AM

V.   SITE VISIT

Site visit ends at 10:51 AM

VI.

QUESTIONS & ANSWERS
March 14, 2025

QUESTIONS RECEIVED	FROM

03/14/2025   Docomo

QUESTIONS: For the wiring part, are we able to use your existing wiring?
ANSWER: Yes.

QUESTIONS: How about the PoE switches?
ANSWER: Yes, the request is strictly for the phones, and everything to make the solution work, from the server to the handsets.

QUESTIONS: I know you mentioned you have some analog, are you looking to keep those analog or upgrade to IP phones?
ANSWER: If they're not critical, such as elevator or the one that connects to the security systems, we're planning to keep those and everything else will be upgraded.

QUESTIONS: If the wires needed to be upgraded to Cat6, who will be handling that?
ANSWER: That would be us (UOG)

QUESTIONS: Is the video calling a requirement or optional?
ANSWER: Requirement.

PDS

QUESTIONS: Just to make sure, the cost for cabling is optional, right?
ANSWER: Yes, it is not required.

03/14/2025   IT&E

QUESTIONS: Can you repeat the type of PBX UOG currently has?
ANSWER: Cisco Unified Border Element.

QUESTIONS: How many extensions does UOG currently have?
ANSWER: Less than a thousand.

03/14/2025   Docomo

QUESTIONS: Do the analog lines have to be tied in with the PBX solution?
ANSWER: No, the only analog lines UOG is keeping are the elevator lines and security systems.

QUESTIONS: Is the analog count based on the current account that's on the bid?
ANSWER: The count is based on all the different systems UOG currently has (VoIP, POTs, SIP, etc.).

INVITATION FOR BID (IFB)
UOG BID NO. B25-08
UNIFIED COMMUNICATION VOIP FOR THE UNIVERSITY OF GUAM

03/14/2025   PDS
    QUESTIONS: When do we expect a response from UOG regarding the official questions?
    ANSWER: Next week at the latest.

03/14/2025   Docomo
    QUESTIONS: Do we need to add the elevator and fire alarm lines to this bid?
    ANSWER: No.

03/14/2025   GTA
    QUESTIONS: Will an amendment be issued to specify the next due date for the second set of RFIs based on
                  today's discussion?
    ANSWER: Yes.