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Attorneys for the General Services Administration,
Department of Administration, Government of Guam

BEFORE THE GUAM PUBLIC AUDITOR
Procurement Appeal

IN THE APPEAL OF:	) DOCKET NO. OPA-PA 12-007
	)
	)
	)
DATA MANAGEMENT RESOURCES, LLC.	) SUPPLEMENTAL EXHIBIT LIST
	)
Appellant.	)
	)
	)
	)

Because of an inadvertent omission from the Exhibit List submitted yesterday, the Department of Administration, Government of Guam, submits supplemental exhibits in augmentation of its 16 October 2012 Exhibit List to be presented during the hearing on the merits of this appeal commencing on 22 October 2012:

SUPPLEMENTAL EXHIBITS

1. 21 May 2012 letter from Benita Manglona to Leonardo Rapadas.

2. 31 May 2012 letter from Benita Manglona to Richard Taitano.

3. 1 August 2012 letter from Benita Manglona to Richard Taitano.

4. 2 August 2012 letter from Richard C. Taitano to Benita Manglona.

page 1 of 2 pages

In the Appeal of: Data Management Resources, LLC.
Supplemental Exhibit List
Docket No. OPA-PA-12-007
17 October 2012

ORIGINAL

5. 3 August 2012 letter from Benita Manglona to Richard Taitano.

6. 12 April 2011 "Mandatory Pre-Proposal Conference Questions &
    Responses"

Dated: 17 October 2012

OFFICE OF THE ATTORNEY GENERAL
Leonardo M. Rapadas, Attorney General

By: _(signature)_

Benjamin M. Abrams
Assistant Attorney General

page 2 of 2 pages

Government of Guam
(Gubetnomention Guahan)
Department of Administration
(Dipattamenton Atmenestration)
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Eddie Baza Calvo
Governor
Ray Tenorio
Lieutenant Governor

Benita A. Manglona
Director
Anthony C. Blaz
Deputy Director

May 21, 2012

Leonardo M. Rapadas
Attorney General
Office of the Attorney General
287 West O'Brien Drive
Hagatna, Guam 96910

Attention: Pat Mason

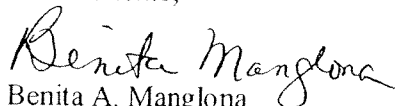*Hafa Adai* Attorney General Rapadas:

On May 21, 2012, DATA staff discovered that an interface program was removed from the system. This is a program that transfers data from Department of Administration to Department of Revenue and Tax. This would have completed the process of the payments making it to the DRT tax files. In a phone conversation from Joey Manibusan to Richard Taitano today, he stated that this was part of the POS and they turned it off. This program would have been turned off between May 15 and today.

I don't agree with their assertion and it doesn't seem right and proper that they could just access the system and yank the program as they see fit. I need your assistance in determining what right does DMR have to do such action without informing the government.

I am also attaching a copy of an old contract that supposedly GSA uses to issue purchase orders for maintenance of the AS400. It is an annual maintenance of $400,000 per year. They have 24 hour access to the system from their place of business. This I believe is a serious issue as they have access to all the financial information, and have an unfair advantage over other vendors since they see all the financial records.

Your immediate assistance is appreciated.

Senseramente,

Benita A. Manglona
Director

Department of Administration
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Benita A. Manglona
Director
Anthony C. Blaz
Deputy Director

May 31, 2012

Mr. Richard Taitano
General Manager
284 W. Chalan Santo Papa
Hagatna, GU 96932

RE: **Removal of a Critical Interface Program between the Department of Administration and the Department of Revenue and Taxation**

Dear Mr. Taitano:

Hafa Adai!

A major event occurred last Monday, May 21st, 2012, that involves financial interaction between our departments, the Department of Administration (DOA) and the Department of Revenue and Taxation (DRT).

DOA was surprised to learn that a key software program that allows a critical interface between the DRT and DOA was suddenly removed from the DOA Financial Management System (DOA-FMS).
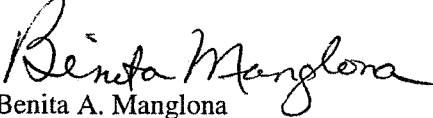
The DOA considers that the software program, upon which the DRT-DOA interface depends, belongs to the Government of Guam under our "2003 Software Maintenance Contract" No. C020600631 and "2004 Contract for Services for the Government of Guam through the Department of Administration and the Department of Revenue and Taxation Contract" No. C0406U0020, and should have never been removed or disabled.

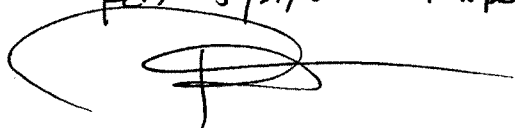We respectfully request that you restore the software program immediately to avoid further costly disruption of our Government of Guam functions.

We have a longstanding relationship between your company, the Data Management Resources LLC, and the Government of Guam and we are hopeful that we can resolve this matter expeditiously.

I look forward to the pleasure of hearing from you.

Si Yu'us Ma'ase!

Benita A. Manglona
Director

Department of Administration
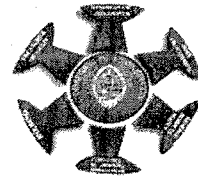(DIPATTAMENTON ATEMENSTRASION)
DIRECTOR'S OFFICE
(UFISINAN DIREKTOT)
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Edward J.B. Calvo
Governor
Ray S. Tenorio
Lieutenant Governor

Benita A. Manglona
Director
Anthony C. Blaz
Deputy Director

August 1, 2012

Richard Taitano
President
Data Management Resources, LLC
284 W. Chalan Santo Papa
Hagatna, GU 96932

Hafa Adai Mr. Taitano:

Re: <u>AS400 Maintenance Contracts with DRT/DOA</u>

Please be advised that there is a problem with the transfer of payment data from the DOA AS400 to the DRT AS400. As part of your obligation under the referenced purchase orders (P126402584 and P126403264), please do whatever is necessary to identify the cause(s) of this problem, make the changes necessary to fix the problem quickly, and confirm to us that this is being done by return correspondence. Please provide me a response within one work day as to what you will be doing to address this critical problem and the time window required for rectification.

Thank you very much.

Senseramente,

BENITA A. MANGLONA
Director

dmr TM

data management resources, llc.

284 W. Chalan Santo Papa
Hagatna, Guam 96910
dmr@dmrpacific.com
ph. +1.671.647.3674 | fx. +1.671.477.3677

DELL

PartnerDirect
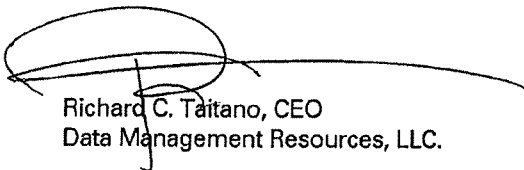Preferred

Innovation, meet Vision

August 2, 2012

Benita A. Manglona, Director
Department of Administration
Government of Guam
P.O. Box 884,
Hagatna, Guam 96932

Hafa Adai Director:

I am in receipt of your correspondence dated August 1, 2012, related to the Purchase Orders for iSeries (AS/400) maintenance with DOA and DRT. In order to address what you have identified as a critical problem, Data Management Resources (DMR) will need information from you related to the problems you are experiencing. I kindly request that you specify the "problem with the transfer of payment data from DOA AS400 to the DRT AS400." Can you confirm whether there were error codes that were encountered? If so, can you please reference these error codes? Are users reporting problems in the use of the software? Have these problems been reported to our programmers? If so, please confirm the date on which the report and request for maintenance was made so that I may confer with the appropriate programmer. An illustration of the problems experienced from the data processing perspective is necessary to understand how this issue may be resolved, and whether the problems you have encountered are covered under the Purchase Orders. Please provide the information requested above so that DMR may address your request regarding scope and timeline for rectification. I will need your cooperation in order to provide a response in a timely fashion.

I look forward to your response.

Sincerely,

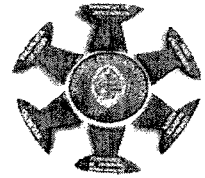Richard C. Taitano, CEO
Data Management Resources, LLC.

cc: Mr. John P. Camacho, Director, Department of Revenue and Taxation

Department of Administration
(DIPATTAMENTON ATEMENSTRASION)
DIRECTOR'S OFFICE
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Benita A. Manglona
Director
Anthony C. Blaz
Deputy Director

August 3, 2012

Richard Taitano
CEO, Data Management Resources, LLC
284 W. Chalan Santo Papa
Hagatna, GU 96932

Hafa Adai Mr. Taitano:

Re: <u>AS400 Maintenance Contracts with DRT/DOA</u>

Thank you for your prompt reply to my letter. I appreciate your responsiveness.

For the 20 years DOA, DRT and DMR have been working together to build, maintain, and operate the financial and tax systems, we have reported problems to DMR and you and your staff have diagnosed the problem. You determined the cause(s) of the problem, recommended solutions, let us know whether you considered the solution was a maintenance issue or an enhancement, and then implemented the solution we agreed would resolve the problem. As you are well aware, neither the DOA staff nor the DRT staff is capable of diagnosing system problems. Our lack of skills is the main reason DOA has had a $400,000 per year maintenance contract and DRT has had a $720,000 per year maintenance contract with DMR for all these years plus a $150,000 per year support agreement.

This problem, passing payment data from the DOA financial systems to the DRT systems and having it appropriately allocated to the correct tax records has been brought to DMR's attention previously. I am requesting again that DMR diagnose the problem and let me know whether you think the solution falls under the maintenance contract or is an enhancement. If you think it is an enhancement, please let me know what needs to be done and the estimated cost.

Given the mission critical nature of this problem, I respectfully request that you get back to me by close of business today, August 3, with a response. I realize this is a very short response time, but the Government of Guam and all of our taxpayers are suffering from the consequences of this problem.

Si Yu'us Ma'ase'.

Senseramente,

BENITA A. MANGLONA
Director

Cc: John P. Camacho, Director, Department of Revenue and Taxation

RECEIVED BY:
NAME: Tricia Cruz
DEPT:
DATE: 08-03-2012 TIME: 9:45am
SIGNATURE:

MANDATORY PRE-PROPOSAL CONFERENCE, QUESTIONS, & RESPONSES

MANDATORY PRE-PROPOSAL CONFERENCE
RFP/DOA – 014-11
"POINT OF SALES (POS)"
ATTENDANCE SHEET

Date: April 12,2011-Tues
Time: 2:00 p.m.
Location: GSA/Piti, Guam

Tom Ashe   BIT
Dawn Erwin   BOG
JOSEPHINE MARIANO BOG
Patricia Salas   BOG
Ernest Villaverde BOG
Germaine Reyes — BOG
Annie Duenas   REV & TAX
Lorraine Guerrero (DRT)
Elaine Fejarang (DRT)
Rosemary Taatano DRT
Tina Taitano   LGR
Katherine S. Diaz DMR
Davis Cruz   DMR
Geri Delgado   DOA
Joseph Manibusan DOA
Kin L.   DOA
Rose Tejuan   DOA
Ben   DOA DP

Eddie Baza Calvo
Governor

Benita A. Manglona
Acting Director

GSA

GENERAL SERVICES AGENCY
(Ahensian Setbision Hinirat)
Department of Administration
148 Route 1 Marine Drive, Piti, Guam 96915
Tel: (671) 475-1707 Fax Nos: (671) 475-1727 / 475-1716

Ray Tenorio
Lieutenant Governor

George A. Santos
Deputy Director

ACKNOWLEDGEMENT COPY

RECEIVE BY _____

DATE _____

MANDATORY PRE-PROPOSAL CONFERENCE
RFP / DOA – 014 -11
"POINT OF SALES (POS)"

Date:	April 12, 2011 – Tuesday
Time:	2:00 p.m.
Location:	General Services Agency Piti, Guam
Facilitator:	Ms. Claudia S. Acfalle, Chief Procurement Officer

Claudia S. Acfalle/
CPO/GSA:

Okay, while the routing of the signature or the time-in sheet is going around, we can go ahead and begin. So, we're here to actually hear out the respective offers or concerns, or questions that need clarification, at least we can be able to get as close to the the specifications as set forth by the government of Guam.

Okay? So if anything, any questions you may have regarding the specifications, you may raise them at this time. Okay, it's like Marissa said earlier, after you address your company name and your name.

We'd like to go and introduce the DATA staff and the committee actually, that may be helpful in responding to your questions.

Okay, so we have ... Gerry, would you want to start out...

Geraldine
Delgado/
DOA DATA:

Gerry Delgado, DOA DATA.

Joey Manibusan/
DOA DATA:

Joey Manibusan, DOA DATA Processing.

Ken Borja/
DOA DATA:

Ken Borja, from DOA also.

Eddie Baza Calvo
Governor

Benita A. Manglona
Acting Director

GSA

GENERAL SERVICES AGENCY

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Ray Tenorio
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RFP / DOA – 014 -11
"POINT OF SALES (POS)"

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DOA DATA:
Gerry Delgado, DOA DATA.

Joey Manibusan/
DOA DATA:
Joey Manibusan, DOA DATA Processing.

Ken Borja/
DOA DATA:
Ken Borja, from DOA also.

Lorraine Guerrero/ DRT:	Lorraine Guerrero from Rev & Tax.
Elaine Fejarang/ DRT:	Elaine Fejerang, Rev & Tax.
Annie Duenas/ DRT:	Annie Duenas, Rev & Tax.
Claudia S. Acfalle/ CPO/GSA:	I'm Claudia Acfalle, the Chief Procurement Officer.
Marissa LG/GSA:	I'm Marissa Leon Guererro, Administrative Assistant, GSA.
Tom Ashe/ Gov's Ofc/BIT:	I'm Tom Ashe, Special Assistant to the Governor of the Bureau of Information Technology.
Claudia S. Acfalle/ CPO/GSA:	Okay, so does anyone have any concern or question?
Ernest Villaverde/ BOG:	My name is Ernest Villaverde of the Bank of Guam. Mr. Villaverde alluded to concern whether the POS and its related application are owned by the Government of Guam – the system as well as the application, the prevention system, and requesting for access to the system in regards to the specifications of this RFP; and the Financial Management System.
Claudia S. Acfalle/ CPO/GSA:	Okay. I think Mr. Villaverde's concern, if I may, and correct me if I'm wrong is: in order, for example, any software that they use to provide to the Governor's Office or for the use of the government will be able to interface as is required by the specs. Am I correct?
Ernest Villaverde/ BOG:	Mr. Villaverde was alluding to asking if the government would be providing the vendors/offerors details of the existing supplications / software/programs so that they could get a better understanding of what it is they are trying to accomplish with this RFP.

Claudia S. Acfalle/
CPO/GSA: Actually, we can't respond to that. You understand that we don't
                           own it. The government doesn't own the existing. So that is why
                           we're putting out this RFP. If you notice there's an Option 1 and
                           an Option 2, because we do want to own it in the future. Okay?
                           So it doesn't, to me, it's irrelevant about the existing, because it's,
                           you know, whoever is successful. This will fade away. So,
                           everything in this proposal is what we want the POS to
                           accomplish, or whatever the offer is, so these are the supplications
                           that we require, because the current is only a lease.

Tom Ashe/
Gov's Ofc/BIT: Do you know that definitively? Or is that your understanding?

Claudia S. Acfalle/
CPO/GSA: I think that it's definitive that it is under lease. It's not ours. It's
                          not ours.

Ernest Villaverde/
BOG: So with that, then, so are we able to ask the details on it?

Claudia S. Acfalle/
CPO/GSA: On the current?

Ernest Villaverde/
BOG: Yes.

Claudia S. Acfalle/
CPO/GSA: I believe everything. Right. No. No. This is what we needed to
                         focus on. Yes. This is what we need to focus on; so like we said
                         the existing don't belong to us. So that is what we can want the
                         offers to Office of the Governor on the POS system; because the
                         existing doesn't belong to the government.

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Josephine Mariano/BOG:	So the Financial Management key for this is not owned by the government. So I think what Ernie is trying to touch on, I'm sorry, Josephine Mariano, Bank of Guam, I guess what we're alluding to is, if the government doesn't own anything, so in essence, you're starting from scratch. Correct? On this.
Claudia S. Acfalle/ CPO/GSA:	Yes.
Josephine Mariano/BOG:	So we, is it our understanding that we're not going to worry about existing reports, and existing data that needs to be interfaced, um, if there's really nothing in the backbone that the government owns, that
Claudia S. Acfalle/ CPO/GSA:	You have to set it up.
Josephine Mariano/BOG:	We set it up.
Claudia S. Acfalle/ CPO/GSA:	Yes, it's required in the audits to provide the report.
Ernest Villaverde/ BOG:	Okay, then that's the reason why I'm asking for clarification. Because there's a, in the specification it says that the offer has to already work, the solutions that the company offer has to already work, again, is that my understanding? Or we can provide a solution, you know, that meets with the requirement? You know, I mean this is an awesome task, you're asking for a solution immediately to be interfaced.
Claudia S. Acfalle/ CPO/GSA:	No, no, no. The offeror has 120 days upon the award of the contract. Yes, yes, yes, that is fine. Understood, yes. The opportunity will be afforded the successful offeror ample time, in order for you to be able to interface with the FMS system of the governor's office. Okay, so that will give you enough start right away.

4

Ernest Villaverde/ BOG:	And this is 120 days, minimal to complete all that.
	Now going back to my question previously, can we get the details of the FMS?
Claudia S. Acfalle/ CPO/GSA:	I'm pretty sure we can actually provide the mechanisms to interface, but the RFP requires us to interface. So, we have to be able to provide you what's existing in order for you to know what you're interfacing. So, if you, remember the questions that you're raising, to present to the commission, that you do put them in writing, in formal, and so we can have a better understanding. So that we can like retract what the questions are; we will also, because it's being recorded, but it's for a written statement, a requirement for the regulation that everything is put in writing. Okay? But with that being said, yes, we will have to provide you the existing so you'll know what you're interfacing; at that level of, not actually the heart of the system, but just the beginning interfacing part.
Richard Taitano/ DMR:	Just in line with basically on regarding the 120 days. So, the government expects for the entire system we know to be run, once upon signing the contract, the 120 days roll on?
Claudia S. Acfalle/ CPO/GSA:	That's correct.
Richard Taitano/ DMR:	Okay, and then again, my second question, thanks for the clarification. My second question on page 16, 1.4.32 – okay, the government is asking to own the control of the software, correct? Okay, but we have something in conflicting here if you look at 4.6.1. You have the software requirements here. And it seems to be in conflict with that 1.4.32. Now, and uh, but just to clarify even beyond that, I just want to make sure that the government is actually not uh, not treating the other vendors, actually to treat the other vendors the same, basically.
	Now, if it is a requirement for the government to own the source code; I'm a software company, I make my living on software, developing software, that's pretty much my property, right. But, if the government wants to own it and freely distribute it free of use by anyone; I don't know a software company that does that today, but if the government actually requires Microsoft to do that or any

other software you purchase to use within the government, that they own the source code, then so be it. But in this case, I cannot even agree to that part.

Tom Ashe/
Gov's Ofc/BIT:

I think we need to clarify that a little. What we're looking at is, and what we're looking at is, if you're selling a commercially available product that is something like a Word or a Windows or if you have a Shrink Wrap POS System that you're selling to us, and that, you know, that is a commercial product, that's yours; and we're purchasing the license for it and we refer to that as in our, as commercial software. But if you're writing something custom that's **just** for the government of Guam, **that's government of Guam's.**

Richard Taitano/
DMR:

Okay.

Tom Ashe/
Gov's Ofc/BIT:

And so what we're looking at is, we don't want something where we collaborate and we need to add one more transaction type – Oh! That's uh, we're gonna have to set up another bid and an RFP and we have to have an additional purchasing here. We're looking to make things accessible. So if we're not, if we come up with another transaction type, you know, well let's just purchase one, or if we need to add another type of payment system, you know, a new marketable status. You know, things look extensibly, you know, we've had systems where because it was proprietarily owned by the vendor, you know, things just disappeared; and suddenly we have documents, thousands of documents that were scanned that suddenly, agencies don't have access to.

It's the people's. It's a lot for the people. And we want to make sure that we can run the government and not be tied into something that is proprietary. And the software, you know, the Brown Trap or bus scenario, if you, maybe you see the developer, and you own it, and you have to leave us tomorrow, where does that leave us? ... As being able to work operationally, working any type of maintenance?

Richard Taitano/
DMR:

So, if I can prove that my software is actually being used commercially elsewhere, would that apply to me?

Tom Ashe/

Gov's Ofc/BIT:	The, and again, I think we clarified that if it's being used elsewhere commercially, and that portion with the intellectual property owned by you, anything that's like configuration files or anything that you custom done to that, like, let's say you have a core system and if there's custom pieces that are done that are specific to GovGuam, then those pieces will be owned by GovGuam, and are licensed to your core system.
Richard Taitano/ DMR:	Okay. Then what we gotta do then, with that being said, the only objection I have to that part, is the fact that basically – free for all to use. You know, when we develop things, we do things, you know, that's our intellectual property; that's how we make our living; now, if everyone is just able to go out there and use it – free will without any discretion or controls, that's not right.
Tom Ashe/ Gov's Ofc/BIT:	Now, where do we say that.
Richard Taitano/ DMR:	1.4.32 – the last sentence: "Ownership rights will recognize and provide that all agencies of the government reserve royalty-free, non-exclusive, and irrevocable license to provide, publish or otherwise use and to authorize others to use all system code and documentation which is required or produced as a result of the contract."

Basically, you can authorize anyone to use it. |
| Tom Ashe/ Gov's Ofc/BIT: | Okay, uh, we need to drop that out with the other section there. I think we'll have two (2) separate riders on that section and the one that you mentioned with that specification.

The intent is, is that things that are custom done, that really only apply to GovGuam, should be owned by GovGuam. That's the intent. And that after, it's free to use within the government of Guam.

If you have something that's typed specifically to, you know, some table that's in our Financial Management System, that only applies to GovGuam, you know, it doesn't make sense that it's not our property. And also, we want loss of API's, we want the block bit, you know, this configuration will make it expensible here, we've got the cables, we add another row, that way there isn't something that's tied into the co-phase as much, so it allows it to grow, if it needs to grow. |

Claudia S. Acfalle/
CPO/GSA: We'll address that.

Richard Taitano/
DMR: I appreciate that.

Ernest
Villaverde/
BOG: So that clause that was mentioned, does that supersede, like the
                        NDA non-disclosure or anything? Or, essentially if some business
                        is in breach with the government, certainly you guys send some
                        non-disclosure, would that be applicable? Or that clause would
                        supersede that or make that moot.

                        I'm supposing in respect to intellectual property. Richard may
                        allude to that instrument because, in any business engagement,
                        effectively we protect our intellectual property; and to protect that,
                        and it may be enforceable, it may be not be challenged through a
                        non- disclosure form.

Tom Ashe/
Gov's Ofc/BIT: I guess I'm not sure how that applies to that. I mean, if you are
                        entering into a license with another company and you already have
                        software again that's already commercially available, and that
                        NDA exists in commune for that federal regulation?

Ernest
Villaverde/
BOG: I don't know what the engagement is with the government of
                        Guam, but it's just, what is the process that applies to the Bank of
                        Guam, is it NDA?

Tom Ashe/
Gov's Ofc/BIT: I can't answer that, Claudia, can you answer that?

Ernest
Villaverde/
BOG: Do we sit down and ? We have our own requirements with respect
                        to, you know, like what Richard mentioned, intellectual property,
                        privacy, things like that. Why just keep thinking that there are two
                        parts, and typically when the plan is engaged, that form is in place.

Claudia S. Acfalle/ CPO/GSA:	Mr. Villaverde, if I may, you're correct, as long as you identify on your proposal that you submit, which ones are gonna need the proprietary protection.
Tom Ashe/ Gov's Ofc/BIT:	Sure. It goes to say that we all want to protect, and certainly don't want people to publicly know what the scheme of the Financial Management System is. So we certainly would need to have certain esteem sharing depending on how things are going to be interfaced. At the same time, what we want are more sensibilities, more APIs, or message brokerage, or something like that. So, you know, if there's a, for example, something on the system that you're gonna provide that provide an API so that some other future system can then hook into it, you know, it can't be that if an NDA issue or some other vendor comes down the line with some other bid can not now talk to your system because of the NDA. Does that make sense?
Ernest Villaverde/ BOG:	Yeah. Thank you sir.
Tom Ashe/ Gov's Ofc/BIT:	Yeah, there are areas that we need to expose so that the system can interface and then there's other parts that we don't need to have that happen.
Dawn Erwin/ BOG:	Given that, relative to the AS400 and the requirements in the RFP for Real Time Transactions, or Real Time Interaction, with the FMS accounting task catastrophe systems, will you be able to provide a network infrastructure and for in the event the RFP responds for the formulation of the fruition offering and you know, if so, we are alluding to the fact that the specific component once be in the realm of the, you know, can it be provided without the NDA or will it require?
Tom Ashe/ Gov's Ofc/BIT:	Uh, let's see….Why are you looking at me? (laughter)
Claudia S. Acfalle/ CPO/GSA:	Because the RFP requires the interfacing with the existing FMS, I believe that we're going to be allowed to interface.

Tom Ashe/
Gov's Ofc/BIT: Well we have to, what we need to, what we want it to do is have
                    some type of test system that has some type of dummy data in it
                    because we don't want to expose our current, live, production
                    system, you know; you know, financial and personnel data through
                    the system that's being tested.

Claudia S. Acfalle/
CPO/GSA: Yes, so the answer is yes. We will have to provide you some kind
                    of mechanism or information in order for you to identify or realize
                    that your system you're offering is able to interface with our
                    agency FMS, because it's required in the RFP; and we will respond
                    to you.

Dawn Erwin/
BOG: In addition to what was asked recently about the ownership of the
                    software, as applicable to hardware, what type of hardware is used
                    today and it was mentioned in the RFP about the NFC, is the POS
                    provider of the solution's offer is expected to include hardware
                    provision or specifically an NFC hardware provision?

Tom Ashe/
Gov's Ofc/BIT: We're not looking at NFC as being implemented within this
                    solution, but what we're looking at is that, things like NFC or any
                    other technology that comes along should be something that could
                    be added on to the system, and not, oh, our NFC system doesn't
                    support that, and then we have to write another one from scratch.
                    But what we're looking at is something indispensable, so as new
                    technologies might come along, and you know, we can't future
                    proof everything, but the idea is that if it's designed appropriately,
                    you're gonna have to plug in some modules which you can drop
                    in to start adding in different functionalities as it comes along in
                    the future. That's what we're looking for.

Dawn Erwin/ BOG:	Anything specific to the actual devises, computers, and whatever where the POS software exists. Is that equipment hardware owned by the government? I was asking whether the hardware, equipment, computers, or whatever it may be that is not necessarily a component of the software solution of the existing POS today, is that hardware equipment owned by the government?
Benigno Camacho/ DOA Systems Program Administrator:	No. The only, just the workstations at the cashier's level; but the server and the processor that does that thing is not owned by the government. But the actual workstations where you do the work, that belongs to the government.
Dawn Erwin/ BOG:	So, basically a dumb terminal.
Benigno Camacho/ DOA Systems Program Administrator:	Their workstations are PCs. Yeah, but are you talking about the servers that's processing the PO?
Dawn Erwin/ BOG:	All hardware.
Benigno Camacho/ DOA Systems Program Administrator:	Okay then you're talking about servers. Yeah, that's not even in our side, that's the vendor's responsibility.
Dawn Erwin/ BOG:	Okay, so similar other than the specifications of the hardware on those workstations that the cashier's use can be requested and provided by the government, so that the formulation of the proper solution in the offer can be verified that the specifications of the hardware is sufficient to operate the solution.

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Benigno Camacho/ DOA Systems Program Administrator:	I think on the RFP thing is indicated that we're looking at purchasing it right? Or leasing it or whatever? Did we say that we want to purchase it, be responsible for that?
Claudia S. Acfalle/ CPO/GSA:	Purchase what?
Benigno Camacho/ DOA Systems Program Administrator:	The workstation.
Claudia S. Acfalle/ CPO/GSA:	Yes, it's included in the RFP – workstation.
Josephine Mariano/BOG:	And that's all that you're requiring is 50?
Benigno Camacho/ DOA Systems Program Administrator:	For now. Yeah, that's high.
Tom Ashe/ Gov's Ofc/BIT:	Excuse me , that 50 is specific for and this is Rev and Tax and Treasury right? These are numbers that are specific to two agencies that are in here now, and in the end, we get back to what we have in there. That in the future there may be additional requirements and I believe there will be another RFP I guess for the additional, if there is another 100 units or whatever that is needed. But then again it will be tied back in to the main software solution upon itself, solution should be able to scale up, you know, if we decide to add an additional 100 or 200 additional.
Benigno Camacho/ DOA Systems Program Administrator:	Right now, we're looking at 50. That's more than what we need. You know, let's call it Phase I, as part of the pact. There is a list attached to that , am I correct?
Claudia S. Acfalle/ CPO/GSA:	Yes.

Dawn Erwin/ BOG:	I have more questions. Does DOA do intergrated checks today?
Rose Fejeran/ Treasurer/DOA:	I'm sorry, what was that?
Dawn Erwin/ BOG:	Does DOA do intergrated checks today?
Rose Fejeran/ Treasurer/DOA:	You mean processing checks over the counter?
Benigno Camacho/ DOA Systems Program Administrator:	Explain "intergrated checks".
Rose Fejeran/ Treasurer/DOA:	We do cash checks right now, but we don't processes it as checks, we process it as cash.
Josephine Mariano/BOG:	Kind of like remote deposit captures, using scanners, transmitting it to the bank.
Benigno Camacho/ DOA Systems Program Administrator:	No, we don't do that now,
Rose Fejeran/ Treasurer/DOA:	No we don't do that right now, but we want to do that.
Benigno Camacho/ DOA Systems Program Administrator:	Right, I think in the new date.
	(Laughter)
Josephine	

Mariano/BOG:	Yes, I know you want to do that, because we do that – it's hard work.
Dawn Erwin/ BOG:	Okay; and how many of the documents will require bar codes scanning?
Benigno Camacho/ DOA Systems Program Administrator:	We're looking at, uh, basically, it's going to be the government that has to - that's going to be doing the bar coding right? You're talking about documents and bar codes? At this current time, we don't have documents that have bar codes on it; however, we are looking at it to help improve processing.
Dawn Erwin/ BOG:	Are there estimates of what?
Benigno Camacho/ DOA Systems Program Administrator:	Once we start moving it, the volume is, but at least we want the capability that we start the bar coding, it's there. We don't want to go back and say: Oh. I'm sorry, we didn't include it.
Richard Taitano/ DMR:	Can I ask a question right off that question; while we're on the bar code forms? Just based on the forms, have you guys identified which forms should be targeting first for bar coding? Or an expected time frame?
Benigno Camacho/ DOA Systems Program Administrator:	Nope. We want the features to be part of it. And I know there are different types of bar codes, okay, we haven't even decided on that, but at least, we want to include it in the data entry base.

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Kathy Diaz/ DMR:	In Attachment A-1A there's a section entitled the "Commerce/website integration". I'd like to know what your complicated body of this RFP; can you elaborate whether it's a requirement of GovGuam on this specific RFP?
Lorraine Guerrero/ DRT:	What was the section?
Kathy Diaz/ DMR:	Section A-1 A; section 4.1.9 E-Commerce/website integration.
Elaine Fejarang/ DRT:	We don't have any copies.
Tom Ashe/ Gov's Ofc/BIT:	Claudia probably has the master copy.
Rose Fejeran/ Treasurer/DOA:	What pages, I'm sorry, Kathy?
Kathy Diaz/ DMR:	These attachments do not, are not , they don't have page numbers, but it's Attachment A-1 A, it's on Software Solutions.
Benigno Camacho/ DOA Systems Program Administrator:	Okay, the government is looking at E-Commerce, okay, we have some sites that are E-Commerce like Revenue and Tax, okay, so, like the Driver's License and Motor Vehicle Registration; so uh, that has to be, uh, that's the only sites that I know that has E-Commerce.
Kathy Diaz/ DMR:	But is this integration its alluded to be or is this a requirement of the RFP?

Participants trying to locate the section being questioned.

Benigno Camacho/
DOA Systems
Program
Administrator: The [...]'s License and the when you do on-line Registration.
                       Okay. The reason why. I don't know about the other government
                       site. Okay.

Josephine
Mariano/BOG: But is that your software. Ben?

Benigno Camacho/
DOA Systems
Program
Administrator: That's Revenue and Tax's, as far as the Driver's License, yes.

Josephine
Mariano/BOG: That's owned by the government, that software.

Benigno Camacho/
DOA Systems
Program
Administrator: The, actually. I think you mean the question is the software
                       copyright and all that stuff?

Josephine
Mariano/BOG: No, no, no, no.

Benigno Camacho/
DOA Systems
Program
Administrator: It does belong to the government; but there's copyrights in there.
                       It's just like...you know, you buy

Josephine
Mariano/BOG: You buy the license to use the software.

Benigno Camacho/
DOA Systems
Program
Administrator: Something like that.

| Tom Ashe/ | |
| Gov's Ofc/BIT: | I'm not familiar with that section myself, I can't speak to that directly other than… |

Benigno Camacho/	
DOA Systems	
Program	
Administrator:	What do you mean you can't speak directly to that.

Document pages turning looking for referenced page(s).

| Claudia S. Acfalle/ | |
| CPO/GSA: | What was the question? I'm sorry. |

| Kathy Diaz/ | |
| DMR: | I was asking about the section that was in the attachment; specifically Attachment A-1 A – there was a section there for E-Commerce/website integration. And I was wondering if there was some kind of on-line site that you may require of us on the RFP? |

| Claudia S. Acfalle/ | |
| CPO/GSA: | I'd like to defer that to Ken. |

| Ken Borja/ | |
| DOA DATA: | I think originally, when it came up, it was in the intention, but I'm not sure if it was fully to be on here; but to have at least some sort of on-line as needed application to compute or record that type of information. Other than that, I have non-descript and no other information in that part of it. |

| Tom Ashe/ | |
| Gov's Ofc/BIT: | We might need to re-word that section and get back to you. We're not expecting to have a webshot in progress, if that's the question. I'll probably defer back to you, saying that if there's an API that must provide that, so if we went and built our own shopping cart, or put out another RFP for some type of shopping cart solution, that would then need to put that into the POS; and it would be good to have an integration point. |

Benigno Camacho/	
DOA Systems	
Program	
Administrator:	We'll further provide you more detailed information on that.

Claudia S. Acfalle/ CPO/GSA:	Yeah, we'll clarify that.
Dawn Erwin/ BOG:	Is there currently a disaster recovery site for the existing POS Solution?
Benigno Camacho/ DOA Systems Program Administrator:	We have a disaster site; okay, it's gonna be at Homeland Security.
Dawn Erwin/ BOG:	Are all the resident lock up the servers on here, not the property of government of Guam?
Benigno Camacho/ DOA Systems Program Administrator:	No, they are the property of the government.
Dawn Erwin/ BOG:	Both servers are.
Benigno Camacho/ DOA Systems Program Administrator:	Yeah.
Tom Ashe/ Gov's Ofc/BIT:	We have the current POS system, whereas the …
Benigno Camacho/ DOA Systems Program Administrator:	Repeat your question.
Dawn Erwin/ BOG:	Is there an existing disaster recovery site for the existing POS?

Benigno Camacho/ DOA Systems Program Administrator:	Oh, okay, that's handled by the current vendor. It's not a, the vendor is responsible to have that; but we do have a backup site for the government. Right?

Josephine Mariano/BOG:	But in this RFP, then you're saying the backup disaster recover site will be at Homeland Security?

Benigno Camacho/ DOA Systems Program Administrator:	No, I'm just saying, I'm making a statement that we have a recovery site for government of Guam. Now her question, I asked her to repeat her question, as far the current POS, okay, that's the vendor's responsibility to have a redundant site, or backup site. If let's say, for whatever reason it goes down, then you should provide us quick access to the second order. Right? How you do it, you're on your own, we just need to know.

Richard Taitano/ DMR:	On page 26, Section 4.3.3 under your heading: Transaction Processing, right to the second to the last bullet point, it says, "Be able to receive payments of mixed types,". Now would that apply to a single invoice transaction only? Or does this allow for payments of multiple invoice transactions as well? Uh, you know, well, so, what we need to know is, let's say I'm a tax-payer and I'm going to be paying two different tax types in the government, okay. Now, this is what I'm gonna tell you, when you say mix payments, you mean that the tax payer can rather use cash and check at the same time for that one transaction?

Elaine Fejarang/ DRT:	Yes. Because sometimes they'll say they can only run so much on their credit card right? And then the rest let's say on their cash card, and so right now, what we're doing is, we're processing whatever their credit card can be, or, let's rephrase it, not credit card. Let's do check and cash - they write checks for this much and the rest in cash, so if we get a check we have to process whatever that payment is and whatever year it is, even though we have two years in warranty, and we run that check and then go back out and come back in and run it as a cash portion. So we want to be able to do is go ahead and key in those two years as one and put one as cash and one as check.

Richard Taitano/ DMR:	Okay, then how do you perceive the system handling a bounced check? And, because now you have a mixed payment type for one receipt.
Elaine Fejarang/ DRT:	Well, see when we key in the checks, right, and then we scan that. That's why we want to scan that check.
Richard Taitano/ DMR:	No, I understand. But how would this, I mean, but basically, it's the handling of that transaction. You have one receipt number with two mixed payment types. You see what I'm saying?
Elaine Fejarang/ DRT:	Uh hmm.
Richard Taitano/ DMR:	Instead of running two transactions, you know, two separate transactions, one cash, one check, fine, but now you're having one transaction and two different payment types. That's gonna create an issue especially when you have bounced checks.
Benigno Camacho/ DOA Systems Program Administrator:	The way I'm looking at it, and correct me if I'm wrong, is that we're gonna have the capabilities to do a Type A payment and a Type B payment. Now, if that payment is a credit card or that payment is a check and the check bounced, hopefully the system should be able to determine if funds availability, if not, and there's no funds there, then it should default – there's no funds; and then they'll make their decision. But I don't, the way, the way I'm thinking, is they're gonna accept the check, right? And they're gonna accept the cash and accept it, okay? Now if there's mechanism on the back sling that says to be validated and if that was rejected for whatever reason, then they need to alert the cashier so they can do whatever, further, such type, I'm sorry we can't accept the check; but we want that capability to do both, Type A and Type B at one streak.

Richard Taitano/ DMR:	Okay, based on what you just said earlier then, so what you want is, you want the POS maybe to determine if the check that's written has available cash.
Benigno Camacho/ DOA Systems Program Administrator:	If the feature has that capability.
Richard Taitano/ DMR:	Do you want this right away?
Benigno Camacho/ DOA Systems Program Administrator:	If the capability and the feature is there. Okay.
Josephine Mariano/BOG:	You know further to that, the banking industry is not that fast.
Benigno Camacho/ DOA Systems Program Administrator:	Now we have our so called, our so called, mouse file, okay? If you put in a check and you put it in and you find out that –
Josephine Mariano/BOG:	So you want to have a proper check verification type -
Benigno Camacho/ DOA Systems Program Administrator:	If I understand that correctly, that feature there. We have our own problem with this. But at the same time, if you have the feature and the capability to put it on their POS, then you're right.

Josephine Mariano/BOG:	So you do have, the government of Guam has an existing Bad Check list?
Benigno Camacho/ DOA Systems Program Administrator:	Yes.
Elaine Fejarang/ DRT:	It's not in the POS, but we do have a listing.
Benigno Camacho/ DOA Systems Program Administrator:	Yeah, we look at it.
Elaine Fejarang/ DRT:	We want the list in the POS so when we key in the check number, or whatever, the status, if there's bounced checks. If there's a warning, and it flashes to us that there's a warning, then we wouldn't have to accept that check because there's a bounced check.
Benigno Camacho/ DOA Systems Program Administrator:	I guess in that mechanism to check if there's bounced checks.
Elaine Fejarang/ DRT:	That would alleviate a lot of bounced checks.
Richard Taitano/ DMR:	Same section, same page, but on the second page, on the bullet item, you have a statement here that says: "Allow for the use of incorrect forms. (payment document)" What does that mean?
Rose Fejeran/ Treasurer/DOA:	What was the question?

Richard Taitano/
DMR: You have a statement here: "Allow for the use of incorrect forms
                              (payment document)"?

(People searching for the referenced page.)

Richard Taitano/
DMR: If you look at page 27, we're on page 27 now, it's one, two, three,
                              four bullet points from the top.

Benigno Camacho/
DOA Systems
Program
Administrator: Okay, we'll get clarification on that.   We'll get clarification on
                              that.

(Participants still searching for the referenced topic/page.)

Benigno Camacho/
DOA Systems
Program
Administrator: Okay, so we'll get clarification.

Richard Taitano/
DMR: Uh, Richard Taitano again, if no one else has any questions.   I
                              don't want to jump here. Page 28. 4.3.9 It says: "System must be
                              implemented (or designed to support) failover in case of system
                              failure or network disruption."

                              Exactly what point of the failure in this integrated interrelated
                              system are the responsibility of the vendor?

                              I mean, if you're saying that, you know, you guys are going to be
                              testing your remote sites and everything, now, how would the
                              vendor be responsible, now, if something should happen to your
                              WAN or line of connectivity, if it's an integrated and centralized
                              functional system.

                              Because it makes an opinion that would sounds like you want us to
                              develop something that's basically you're gonna have a cyber or
                              POS application at each on-site and then that would defeat the
                              purpose right then or there of your real-time processing.

Benigno Camacho/
DOA Systems
Program
Administrator: It is the government of Guam's responsibility to provide that
                   network. Okay? Within the WAN. Now anything outside that,
                   okay, would be the vendor's responsibility to provide access to
                   your server. Now if our network goes down, then it's my
                   understanding that it's not the responsibility of the vendor. But
                   anything, that if your server is at Point A, okay; that's the
                   responsibility of that network.

Tom Ashe/
Gov's Ofc/BIT: But if you could provide helpful things to help us to diagnose our
                   network, please do.

(Laughter from participants.)

Richard Taitano/
DMR: Is that a requirement?

(More laughter)

Benigno Camacho/
DOA Systems
Program
Administrator: It's gonna happen. It does happen that our network goes down. If
                   your system cannot have the capability to have a thorough overline
                   like a dial-up or whatever. Okay? That's acceptable. Okay? I
                   don't know how you're going to do it, but it's open.

                   You have something to say, Tom?

Tom Ashe/
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Benigno Camacho/
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                   down. By the way, it's a government network.

Tom Ashe/
Gov's Ofc/BIT: Ohhh.... we're working on that.

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Rose Fejeran/ Treasurer/DOA:	Is this the one where we wanted like 2 lines, one for the credit cards? Or no?
Benigno Camacho/ DOA Systems Program Administrator:	Same concept. Same concept. If it's down, then we have to put the phone line, and you know. If they have it.
Tom Ashe/ Gov's Ofc/BIT:	Two cans and some string.
Richard Taitano/ DMR:	No, smoke!
Benigno Camacho/ DOA Systems Program Administrator:	That answers your question, Mr. Taitano?
Richard Taitano/ DMR:	Yes, thank you.

(Participants turning pages of their documents.)

Ernest Villaverde/ BOG:	I have a question. My question, on the system as it is, with FMS, is there any built-in, like a service oriented architecturing, you know, the requirement is for the government to be flex, uh, for the solution to be flexible enough so it's expensible, now with that, is there any like GL capabilities like Extract, Transport Load, XNL PAX, Java, is that done today within your own server?
Benigno Camacho/ DOA Systems Program Administrator:	To answer your question is, do we have something like a web service, if I'm not mistaken, interface today? Basically, the way we do it is that the vendor is responsible to provide that.

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Tom Ashe/
Gov's Ofc/BIT: I can tell you right now, what I've seen so far, and I've only been
                      here a few months, but what I've seen so far with a lot of the
                      system, it's all spaghetti curves, lots of stuff with direct links,
                      rather than APIs, rather than objects, rather than encapsulated
                      things. There's a lot of stuff.

Benigno Camacho/
DOA Systems
Program
Administrator: Just to give you an idea of our system, it's an I-series.

Josephine Mariano/
BOG: What version?

Benigno Camacho/
DOA Systems
Program
Administrator: 5.4

Josephine Mariano/
BOG: How often does your FMS system go down?

Benigno Camacho/
DOA Systems
Program
Administrator: FMS system go down? Define "go down".

Josephine Mariano/
BOG: Okay. What's your down time?

Benigno Camacho/
DOA Systems
Program
Administrator: Hardware wise or software wise?

Josephine Mariano/
BOG: Both.

Benigno Camacho/ DOA Systems Program Administrator:	Depending on the, as far as, uh, I won't say, uh, I won't say, correct me Jerry, or Joey, it doesn't go down every month. Okay. I would say, when it goes down, it goes down because of the network, okay, but it doesn't go down because of the software. Okay. So I would say maybe, once every 4 to 6 months; where we'll need to tell the users to give us an hour to resolve it. But we have an UPS. And once in a while, we'll get a disk problem, and then we'll have to call for the server. But I'll say once, 4 to 6 months, but it's down for maybe one or two hours and then it goes back up.
Tom Ashe/ Gov's Ofc/BIT:	Do we have a Maintenance Window?
Benigno Camacho/ DOA Systems Program Administrator:	You mean like a PE? When you talk about Preventive Maintenance? Saturdays – 11:00 p.m.
Tom Ashe/ Gov's Ofc/BIT:	And do we identify them, is there a scheduled down time for that? Like, are we down every Saturday night at 11:00 p.m. to a.m.?
Benigno Camacho/ DOA Systems Program Administrator:	No, no.
Josephine Mariano/ BOG:	As needed.
Benigno Camacho/ DOA Systems Program Administrator:	Yes. And basically, if they're gonna access the system, it's basically for Payroll. It's not a life or death, and we just schedule it.

Gina Taitano/ DMR:	You want us to type our questions in writing for response. What is the deadline for vendors to submit their questions and what is GSA's deadline for response? How does that impact the RFP deadline?
Claudia S. Acfalle/ CPO/GSA:	We will be extending the RFP if it takes time for the government to respond to the questions or concerns. Then, we'll extend the submission date of the RFP; so we can give reasonable time for the prospective offerors to submit their proposal. So we're looking at, actually I was going to share that in closing. Any more questions?
Ernest Villaverde/ BOG:	Yes, I'm sorry. Your network is a full TCP network?
Benigno Camacho/ DOA Systems Program Administrator:	Yes.
Ernest Villaverde/ BOG:	Proprietary provisions?
Benigno Camacho/ DOA Systems Program Administrator:	Yes.
Benigno Camacho/ DOA Systems Program Administrator:	Can I ask a question? Okay. I'm just, based on what you see. And I asked this question the last time. Do we need to extend? Is the time enough?
Josephine Mariano/ BOG:	Oh ... absolutely, you need to extend!
Kathy Diaz/ DMR:	It's obvious with the RFP, there's a need to communicate directly with DOA with the AS-400. Is it also a requirement that the POS communicate directly with Rev & Tax, whatever system they're using?

Benigno Camacho/
DOA Systems
Program
Administrator: Okay. On the POS, it's required to interface to the other systems,
                      right?

Kathy Diaz/
DMR: Yes. Integrate.

Benigno Camacho/
DOA Systems
Program
Administrator: Yeah, to integrate. So Revenue & Tax plays a very important role
                      in this; because Revenue & DOA works very closely with us with
                      the cash projection and everything. So to that question, the answer
                      is yes, you do need to communicate with Taxation.

Richard Taitano/
DMR: Directly with the POS machine?

Benigno Camacho/
DOA Systems
Program
Administrator: When you say directly – it has to go thru our network. Okay?

Josephine Mariano/
BOG: Are they, just for enrichment, Ben, so the DRT system is different
                      from...

Benigno Camacho/
DOA Systems
Program
Administrator: Yes. It's an 825, it's the same machine, but there are two different
                      machines. To be frank with you, it's supposed to be a redundant
                      system; but we haven't done that yet. It's sad for me to say so. But
                      our's is better than DOA's. Just kidding.

(Laughter from participants.)

Kathy Diaz/ DMR:	The other question that I have is on the POS workstation. Is it a requirement on this RFP that if the server goes down, that DOA or in fact, are these POSs supposed to still receive payment? 'Cause there's a lot said throughout about the uptime regardless of the network failures.
Elaine Fejerang/ DRT:	Can you repeat, please?
Kathy Diaz/ DMR:	In the case where, maybe with the network failure that you cannot communicate with DOA or with Rev & Tax; are the POSs still supposed to be up and running and able to accept the payments.
Elaine Fejerang/ DRT:	Yes.
Richard Taitano/ DMR:	That goes along back with the same question that I asked earlier regarding that, here, you have a POS that's out there going to a central location with data from the government; if the government network goes down, that's outside the responsibility of the vendor.
Benigno Camacho/ DOA Systems Program Administrator:	Here's the thing, in the event the network goes down, we move to manual mode. Okay? We move to manual mode. If the POS can be designed for them to be keyed in manually, instead of them riding the machine.
Kathy Diaz/ DMR:	Sorry. Can you repeat that again?

Benigno Camacho/ DOA Systems Program Administrator:	In the event for whatever reason the network goes down, the AS-400 goes down, we're gonna need the information, okay? We're gonna do things manually. Okay? So, to eliminate the manual receipt, we want the POS to do a manual transaction, and then later on, capture it. Auntie Rose (Fejeran), am I correct to say that?
Rose Fejeran/ Treasurer/DOA:	Yes, on the AS-400, we need to go in and post manually, but still be able to interface into the regular NOA.
Benigno Camacho/ DOA Systems Program Administrator:	So the POS will capture the manual transaction, and later on we'll process it, in the event, for whatever reason, needed information is down. Okay? We do the same thing at traffic court. We cannot stop the processing. So we just go manually. Same concept.
Davis Cruz/ DMR:	Are you expecting the POS servers that are posting of any of the specific agencies likely to be in germane as well? Because if you are, then they will be down too as well.
Benigno Camacho/ DOA Systems Program Administrator:	That's up to the vendor. Okay, if the vendor wants to put it at our network, it's available. If you want to put it in California, then you take care of the connection. It doesn't matter where the server is.
Davis Cruz/ DMR:	If you're dealing in California, if you're network is down, then we won't have any connection here.
Tom Ashe/ Gov's Ofc/BIT:	Our network is taking a beating here. Our primary DNS server was at 200; and we're less than 100 now. We're gonna need a lot of support pretty soon. A lot of our issues have been DNS related. We are in fact DNS imbalanced, on the internal side, but externally we've done a lot to address it. We are doing things to move forward to improve the GGWAN Network.

Benigno Camacho/ DOA Systems Program Administrator:	Where you put your server, is your call.
Davis Cruz/ DMR:	The only reason why I asking is (the recording becomes garbled) … if our servers are located in the same areas and the network goes down. We can't communicate.
Benigno Camacho/ DOA Systems Program Administrator:	Okay. If the network goes down, then it's our fault. But if the network goes down because it's your fault and you need to get, it's not my problem, get it up. If it's the government's fault, then we'll understand. We'll penalize you, but you'll not penalize us.
Elaine Fejeran/ DRT:	It's like taxes.
Tom Ashe/ Gov's Ofc/BIT:	If you're at a restaurant, your network goes down, you'd still like to be able to order your meal and make your payments. It's the same thing. We'd still like to handle as much of the transaction at the endpoint as much as possible and then reconcile when the link comes back up. But of course, there might be some reconciliation issues at that point because we couldn't get the server going. But as much as we can, we'd like to keep the process going at the endpoints, would be great. I don't know that's up to you to decide, when you design your..
Claudia S. Acfalle/ CPO/GSA:	Okay, any more? If none, then I will go ahead. On Attachment E – you have all the required forms, all the mandatory forms that needs to be, several of them or most of them has to be notarized and submitted with your technical proposal. Okay? So, we just want to make sure that that is clear. That they must be submitted on your technical. If they are not submitted, you will be automatically disqualified. So, please ensure that Attachment E is filled out, signed, notarized, and attached with your technical. Okay?

And then we will afford you until the end of Friday this week, to submit any questions that we may not have addressed here.

You have 'til Friday to submit any questions, this Friday.

Josephine Mariano/ BOG: What time?

Claudia S. Acfalle/ CPO/GSA: Before 5:00 p.m.

And then the Government will respond no later than Tuesday of next week.

And then the due date will be extended. Yes. We will work out the due dates, in fact I will send it out in a memo.

Benigno Camacho/ DOA Systems Program Administrator: For the extention? You're talking about the extension? Okay. Question: How long do you need? I'm just asking. Both of you, I'm not asking just one council. How long do you need? Do you get enough with 2 week? If you're asking me, I say one week. Now, are you happy with that?

Josephine Mariano/ BOG: You said you're going to get the questions back to us by the 18th?

Elaine Fejeran/ DRT: Our agency, we're not going to respond to anything.

(Laughter from participants)

Claudia S. Acfalle/ CPO/GSA: So, Tuesday next week, we will respond to the questions offered first here, any concerns or questions raised today, we will respond; and any other questions submitted Friday.

Josephine Mariano/ BOG: So Claudia, when we receive these questions on Tuesday, are we free to ask questions on those responses?

Claudia S. Acfalle/
CPO/GSA:
Yes, one day. You have the next day to submit. Anything that still not clarified, we have the next day to submit it and no more. We will note all that on our response to you. Okay? Please make sure everything is in writing and that it's clear to all.

Josephine Mariano/
BOG:
So to answer your question, Ben? I would think two weeks should be sufficient.

Benigno Camacho/
DOA Systems
Program
Administrator:
We might not grant it, but we'll consider it. Is that fair to say?

Josephine Mariano/
BOG:
Yes. I like it better than your one week.

Gina Taitano/
DMR:
A question regarding the 2 weeks, so 2 weeks if we do get the 2 weeks, that time should be the end of April, assuming it's the end of April, if that is the case, and we go into May, what are your requirements regarding notary? Does it have to be within the same month?

Claudia S. Acfalle/
CPO/GSA:
No. And there's a note there that says we kind of like revised that form.

Okay, so that concludes our Pre-Proposal Conference, thank you for your participation, and you should be getting the, and we will be await for your written questions and concerns.

Josephine Mariano/
BOG:
Can we email it?

Claudia S. Acfalle/
CPO/GSA
Yes, you can.

Benigno Camacho/
DOA Systems
Program
Administrator: Please send it to Claudia; no one else other than Claudia.

Claudia S. Acfalle/
CPO/GSA: Okay, my email is: Claudia.acfalle@gsa.guam.gov

Benigno Camacho/
DOA Systems
Program
Administrator: And it works.

The Pre-Proposal Conference began at 2:00 p.m. and ended at 3:10:15 p.m. on Friday.

Prepared By: _____   4/14/20
                       Marissa D. Leon Guerrero   / Date
                       Administrative Assistant

#	Questions:	
1	Please clarify the specific requirements for lockbox processing.	1.1
2	A statement that all of the information being provided is confidential. They are indicating that they can do whatever they want with the information that they are provided.	1.3.15
3	Make changes; will they consider separating merchant acquiring from point of sale?	1.4.10
4	Anticipated term? (not stated)	1.4.17
5	Is there any protection to the offeror if substantial costs were incurred to develop and implement the system, and then the government suspends the progress for an indefinite amount of time?	1.4.19
6	Please clarify the requirement between 1.4.32 and 4.6.2.	1.4.32/4.6.2
7	Will this section be removed or is the government still going to seek ownership rights?	1.4.32
8	Are there any NDA requirements to obtain additional information of the existing POS environment?	1.4.34
9	What is the desired payment schedule? Weekly/Monthly/Quarterly? Based on the different components, is a different price schedule preferred?	1.4.40
10	"Five percent(5%) of all payments due under the negotiated payment terms will be withheld until such time as the systems have been accepted by the Departments for that fiscal year." Assuming all systems will be in place within the first few months, will there still be 5% retention?	1.4.40
11	Will the government allow automatic payments to be deducted from its bank account on a monthly basis? If not, what are the proposed repayment terms from invoice date?	1.4.41
12	Does DOA anticipate a phased approach and what is the expected timeline?	2.3
13	Kindly provide GovGuam FMS Systems Diagram & Systems Information – GovGuam (line, autonomous) and 3rd party non-GovGuam interconnection to FMS.	3.1
14	Kindly provide FMS software and hardware vendor technical support, name, address and contact phone nos. SLA and maintenance scope & support terms (date of service contract and renewal).	3.1
15	Kindly provide all current systems specifications (internals)for the FMS (financial modules) and their database schema in detail with interconnections to GovGuam (line and autonomous) and 3rd party non-GovGuam. FMS Database (data structure)& dictionary specific to FMS PoS business connectivity and metadata information.	3.1
16	Can DOA provide a network diagram of how each of the departments interface into their AS400?	3.1
17	Kindly provide information on AS400 platform detailed systems specifications hosting the FMS, OS, I/O, Communications protocols, current connectivity diagrams, cabling specifications and closets (entrance) at all GovGuam locations (DoA, line and autonomous), Information Storage details, GGWAN relative to FMS interconnectivities to (line and autonomous) agencies diagram. Also, LEC or carrier information private line	3.1
18	Kindly provide contact, phone nos., email, US postal address and fix address and employee name. For personnel responsible for the FMS to include IT department management & support personnel, GovGuam Agencies limit to key personnel and management who are using DoA FMS modules to include IT support personnel at those locations. Organization Charts specific to this.	3.1

#	Question	Ref
19	Kindly provide information on system interconnectivity between platform to platform (like & disparate) how they connect between FMS & line agencies, autonomous, 3rd parties non-government, federal. To include software & hardware information, eg., describe how disparate and like computer platform interconnect with the FMS software and FMS hardware, communications protocols, communications transport types, name of local & off-island carriers used and the bandwidth capacity of transport between FMS and the entities.	3.1
20	Please explain how present PoS (leased system) is connected to the DoA FMS. We trust that GovGuam DoA will be able to provide the FMS hardware, software & communications information specific to FMS interface at GovGuam DoA demarcation.	3.1
21	Describe and provide information on GovGuam FMS software change management for testing new programs, proof of concept, implementation, post production monitoring, software maintenance, security and upgrades releases. How often and who are authorized to perform them? Please provide the FMS project and product life cycle management processes policy.	3.1
22	Kindly provide information on software applications used by FMS, for (BI) business intelligence, BPM, Enterprise Resource Management, SoA (Service Oriented Architecture), decision support systems, dashboard portals, all clients tools and software for data warehousing, MCIF, CRM,Sharepoint, etc. and who uses them?	3.1
23	Kindly provide Policy and Procedures specific to FMS, IT Governance, IT Control Objectives, Information Security Incident Response, Certificate credential management PKI, recent audits (pen tests, vulnerability assessments internal-external) relative to FMS.	3.1
24	Does GovGuam DoA have an Enterprise Risk Management policy specific to FMS?	3.1
25	Please explain FMS (AVAILABILITY) – Disaster Recovery Sites. What BCP-BIA plans exist for FMS? What is the RTO and RPO metrics policy for the FMS software? Is there a failover FMS system on-site or off-site?	3.1
26	What is the FMS (CONFIDENTIALITY) Information Security Policy? Encryption policy? Separation of Duties when accessing FMS? Use of (Database Access Monitoring) authorized and non-authorized changes to database alerting and logging? Data Leakage prevention software?	3.1
27	What is FMS Iintegrity? Is there any enforcement or policy for information security integrity?	3.1
28	Describe the Incident Response policy and how that is communicated to the PoS offeror if customer information stored on DoA FMS platform is compromised?	3.1
29	Describe availability and limitations, power, rack space, physical & information security and operating rules, etc. if offeror need to co-locate equipment at GovGuam premise?	3.1
30	Is the present PoS API (communication software for PoS transactions interconnectivity) on the FMS AS400 platform? Are the API software and documentations available for review? Please provide name of present PoS service provider?	3.1
31	What POS are they using including the remote offices?	3.2
32	Is there a preference that all applications listed are compatible?	3.2
33	What are their current training resources today?	3.5
34	Kindly provide information on FMS Day to Day Processing and their schedules – Job Runs for Operations processing specific to the FMS (all inclusive) to include interagency job runs (line and autonomous) and 3rd party processing for service vendors, banks (ACH, EFT, etc.), federal government, etc. Maintenance windows for FMS software and FMS platform.	4.3
35	Forms should be designed appropriately? Can copies be provided? Bills?	4.2.1
36	Can DOA provide samples of the screen layouts in use today?	4.2.2
37	What is their current back up capability today?	4.2.4

#	Question	Reference
38	Relative to the AS400 and the requirements for real-time interaction with FMS and the Accounting Cash Receipts systems/databases, can a network/infrastructure diagram be provided?	4.2.6
39	Can details of the Accounting Cash Receipts System and FMS (database, interface, etc) be provided?	4.2.6
40	The BoG offeror would like to review detailed documentations on them and for the GovGuam DoA team personnel contacts to avail themselves and who have the (drilled down) command and understanding of the PoS systems, FMS and all related ancilliary systems internals and business processes in detail.	4.2.6
41	What type of hardware exists today at the POS (by location, including remote offices)? 50?	4.2.7
42	How many of the documents require bar coding scanning?	4.2.7
43	Is the POS provider to also provide this hardware?	4.2.7
44	Does Dept of Administration or GovGuam currently OWN or lease the present POS system, the FMS (Financial Management System) and related ancilliary systems used by cashiers of Treasury of Guam, Dept of Rev & Tax, GPD, Custom & Quarantine, DPHSS, DPW, DLM, etc.?	4.2.7
45	Define the nature of real-time (direct posting to GL versus batch/nightly run (as on a subsidiary ledger)).	4.3.3
46	Please clarify "Allow for the use of incorrect forms" on p.27 (4.3.3).	4.3.3
47	With the requested solution (single pass with mixed payment types), how are returned checks to be handled?	4.3.3
48	Is the access to Ad Hoc reporting limited or is there a structure of report access in general in place?	4.3.5
49	Check Stop Payment File: Does this also include lockbox processing for checks?	4.3.7
50	What is the existing POS system today?	4.3.9
51	What is the current cost being paid today for the POS system SW/HW, including all services and line items comprising the total monthly or annual payment to the existing POS vendor?	4.3.9
52	That must be able to integrate with new credit card provider: Please provide details of the integration requirement.	4.3.9
53	Does DOA do integrated check today?	4.3.3
54	Does this hardware exist today? If so, what type is it?	4.3.3
55	What is the communication between the POS and the AS400? Private network?	4.3.3
56	Is the ability to take PIN debit desired? Are PIN debit transactions accepted today? If yes, what are the devices?	
57	Is the current POS PCI compliant?	
58	What are the Internet domain names used by the FMS and PoS systems for web based payment portal used? Who administers or owns the domains?	
59	Is DoA IT Dept. currently a VmWare(vSphere) or MS HyperV shop?	
60	Are convenience fees expected for the POS?	

receiving the information. Mailing Address: 111 Chalan Santo Papa, Hagatna, Guam 96910

Bank of Guam DOA POS RFP Questions.xlsx
18K