

Office of the Attorney General

Leonardo M. Rapadas

Attorney General of Guam

Civil Division

287 West O'Brien Drive

Hagåtña, Guam 96910 • USA

(671) 475-3324 • (671) 472-2493 (Fax)

www.guamag.org

Attorneys for the Government of Guam

**THE OFFICE OF PUBLIC ACCOUNTABILITY
PROCUREMENT APPEAL**

| | | |
|-----------------------------------|---|--------------------------|
| IN THE APPEAL OF |) | DOCKET NO. OPA-PA-12-016 |
| |) | |
| TELEGUAM HOLDINGS, LLC and its |) | |
| WHOLLY OWNED SUBSIDIARIES, GTA |) | |
| TELECOM, LLC; GTA SERVICES, LLC; |) | |
| and PULSE MOBILE LLC. |) | |
| |) | |
| Appellants. |) | |
| <hr/> | | |
| IN THE APPEAL OF |) | DOCKET NO. OPA-PA-12-017 |
| PACIFIC DATA SYSTEMS, INC., |) | |
| |) | |
| Appellant. |) | |
| <hr/> | | |
| IN THE APPEAL OF |) | DOCKET NO. OPA-PA-12-018 |
| TELEGUAM HOLDINGS LLC and its |) | |
| WHOLLY OWNED SUBSIDIARIES, GTA |) | |
| TELECOM LLC; GTA SERVICES LLC and |) | |
| PULSE MOBLIE LLC. |) | |
| |) | |
| Appellants. |) | |

HEARING EXHIBITS

- Item No. 1A - Bid Specifications (Vol. 3 of 8)
- Item No. 1B - GTA Bid Specifications Submission (Vol. 2 of 8)
- Item No. 2A - Bid Specifications (Vol. 3 of 8)

Item No.2B - GTA Bid Specifications Submission (Vol. 2 of 8)

Item No.3A - Bid Specification, Bid Form 3 (Vol. 3 of 8)

Item No.3B - GTA Bid Form 3 (Vol. 2 of 8)

Item No.4 - Cisco SPA501G (Vol. 2 of 8)

Item No.5 - GTA Clarification Letter (Vol. 7 of 8)

Item No.6 - PDS Bid Cost (Vol. 1 of 8)

Submitted this 29th day of January 2013.

OFFICE OF THE ATTORNEY GENERAL

Leonardo M. Rapadas, Attorney General

By:



FRED NISHIHIRA

Assistant Attorney General

Item No. 1A

SPECIFICATIONS

BIDDING ON / REMARKS

Bidder, if not the Incumbent LEC, will port the existing phone numbers to the new system during the initial conversion. Local Number Portability (LNP) is defined by the Telecommunications Act of 1996 as: "the ability of users of telecommunications services to retain, at the same location,

existing telecommunications numbers, without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another." Any charge for LNP shall be embedded in the MRC price of the service.

Bidder, following the initial conversion, shall determine whether there are any conflicts with the establishment of a 5 digit (internal GovGuam dialing plan) for all offices. The determination shall be completed within 30 days after the initial conversion. As part of the determination, the Bidder shall identify the numbers which may be the same following the conversion. The GovGuam will evaluate and consult with the agencies on the conflicts with the numbering plan.

Should the GovGuam elect to implement a 5-digit dialing plan, the Bidder shall work with the Bureau of Information Technology on the implementation of the plan. Once the sole election of the GovGuam to convert to the 5 digit dialing plan, the Bidder shall provide for 5-digit dialing within the GovGuam customer group within 60 days.

The service shall enable the user to set and configure the feature options through a Web Based interface. This will not require the provider to make the changes.

Bidder shall provide, at no additional charge, the election of the GovGuam not to publish numbers. Bidder shall describe the process by which this requirement will be met.

Enhanced E911 - The service must at the time of installation be able to pass identifying digits from an originating station for Enhanced 911 calling party location. At a minimum, the service must be able to identify the building location. It must be able to originate from both proprietary digital telephones as well as analog telephones. The E911 call must be received at the Guam E911 Public Service Answering Point (PSAP) that serves the geographical area of the calling station's physical location.

E911 - Event Notification capability - The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call.

Flexible Numbering Plan -The service must have the capability to function within a variable numbering plan arrangement for station address designation.

② Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3.

① Caller ID - The Bidder shall provide Caller ID (name and number) on all the display phones.

Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party.

Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The

SPECIFICATIONS

BIDDING ON / REMARKS

Bidder shall ensure that Calling Party ID is passed through the carrier circuits.

Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam. The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam.

Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories.

Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring.

SMDR Data - The Bidder shall provide to the GovGuam Station Message Detail Recording (SMDR) and Long Distance call data by station line, authorization code, number called, date, time of call start, time of call end, and number of minutes and seconds.

The SMDR data shall be provided in electronic form, on a CD or DVD, as an excel spreadsheet or other data file format as directed by the Bureau of Information Technology (BIT). The data shall be provided on a monthly basis and within 5 working days following the last day of the month.

This IFB constitutes authority over the conditions of the purchase by the Government of Guam and authorizes the release of customer records and other information to the Bureau of Information Technology in accordance with Section 222 of the U.S. Telecommunications Act of 1996. The chief executive of any independent organization shall specify the office and person that shall receive the data and information required under this IFB.

The Bureau of Information Technology, on behalf of the Government of Guam and in accordance with the IFB requirements, shall instruct the Bidder on how the SMDR data shall be provided for all Executive Branch agencies to both the BIT and the Executive Branch agency.

BIT shall provide to the Bidder/Contractor the name of the office or person that will receive the data for each Executive Branch agency.

The SMDR data for the Attorney General and for the Police Department shall be provided directly to the respective office designated by the head of the agency.

For all other Executive Branch agencies, the SMDR shall be provided to the BIT and to the Executive Branch agency.

The head of any independent agency that elects to use the Price List will provide instructions to the Bidder/Contractor regarding the office that should received the SMDR data.

Bidder shall provide a trouble call number for problems in a 365 x 7 x 24 basis. The Bidder shall be required to respond to any trouble calls within two (2) hours.

Bidder shall provide a trouble ticket tracking system with Web based access that enables updating and direct recordation of the status of the trouble response.

Item No. 1B

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| <p>Specifications <u>SCOPE OF SERVICES,</u></p> | <p>Refer to appropriate Bid Forms for each item number. [changed per Amendment No. 4, Item 14]</p> |
| <p>Bidder, following the initial conversion, shall determine whether there are any conflicts with the establishment of a 5 digit (internal GovGuam dialing plan) for all offices. The determination shall be completed within 30 days after the initial conversion. As part of the determination, the Bidder shall identify the numbers which may be the same following the conversion. The GovGuam will evaluate and consult with the agencies on the conflicts with the numbering plan.</p> | <p><i>QTA</i> See RBF1 Centrex</p> |
| <p>Should the GovGuam elect to implement a 5-digit dialing plan, the Bidder shall work with the Bureau of Information Technology on the implementation of the plan. Once the sole election of the GovGuam to convert to the 5 digit dialing plan, the Bidder shall provide for 5-digit dialing within the GovGuam customer group within 60 days.</p> | <p>See RBF1 Centrex</p> |
| <p>The Bidder shall be required to provide E911 connections and geographic information to the appropriate GovGuam agency. Additionally, the system shall provide alerts in email and text messaging notifications to phones and emails identified by GovGuam [Add per GSA Responses dated 9-17-2011]</p> | <p>See RBF1 Centrex</p> |
| <p>The service shall enable the user to set and configure the feature options through a Web Based interface. This will not require the provider to make the changes.</p> | <p>See RBF1 Centrex</p> |
| <p>Bidder shall provide, at no additional charge, the election of the GovGuam not to publish numbers. Bidder shall describe the process by which this requirement will be met.</p> | <p>See RBF1 Centrex</p> |
| <p>Enhanced E911 - The service must at the time of installation be able to pass identifying digits from an originating station for Enhanced 911 calling party location. At a minimum, the service must be able to identify the building location. It must be able to originate from both proprietary digital telephones as well as analog telephones. The E911 call must be received at the Guam E911 Public Service Answering Point (PSAP) that serves the geographical area of the calling station's physical location.</p> | <p>See RBF1 Centrex</p> |
| <p>E911 - Event Notification capability - The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call.</p> | <p>See RBF1 Centrex</p> |
| <p>Flexible Numbering Plan -The service must have the capability to function within a variable numbering plan arrangement for station address designation.</p> | <p>See RBF1 Centrex</p> |
| <p>Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3.</p> | <p>See RBF1 Centrex</p> |

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| <p>Specifications SCOPE OF SERVICES,</p> | <p>Refer to appropriate Forms for item numbers [changed per Amendment No. 4, Item 14]</p> |
| <p>Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party.</p> | <p>See RBF1 Centrex</p> |
| <p>Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The Bidder shall ensure that Calling Party ID is passed through the carrier circuits.</p> | <p>See RBF1 Centrex</p> |
| <p>Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam. The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam.</p> | <p>See RBF1 Centrex</p> |
| <p>Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories.</p> | <p>See RBF1 Centrex</p> |
| <p>Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring.</p> | <p>See RBF1 Centrex</p> |
| <p>SMDR Data - The Bidder shall provide to the GovGuam Station Message Detail Recording (SMDR) and Long Distance call data by station line, authorization code, number called, date, time of call start, time of call end, and number of minutes and seconds.</p> | <p>See RBF1 Centrex</p> |
| <p>The SMDR data shall be provided in electronic form, on a CD or DVD, as an excel spreadsheet or other data file format as directed by the Bureau of Information Technology (BIT). The data shall be provided on a monthly basis and within 5 working days following the last day of the month.</p> | <p>See RBF1 Centrex</p> |
| <p>This IFB constitutes authority over the conditions of the purchase by the Government of Guam and authorizes the release of customer records and other information to the Bureau of Information Technology in accordance with Section 222 of the U.S. Telecommunications Act of 1996. The chief executive of any independent organization shall specify the office and person that shall receive the data and information required under this IFB.</p> | <p>See RBF1 Centrex</p> |
| <p>The Bureau of Information Technology, on behalf of the Government of Guam and in accordance with the IFB requirements, shall instruct the Bidder on how the SMDR data shall be provided for all Executive Branch agencies to both the BIT and the Executive Branch agency.</p> | <p>See RBF1 Centrex</p> |

Item No. 2A

| Column A | Column B | Column C | Column D |
|--|--|---|------------------------|
| General and Special Requirements | Type (Informational or Requirement) | Bidder Shall Acknowledgement and State Agreement and Compliance (Or Provide Detailed Explanation of Issue and/or Deficiency and How it Will be Resolved) | References in Proposal |
| 20. The Bidder, following the initial conversion, shall determine whether there are any conflicts with the establishment of a 5 digit (Internal GovGuam dialing plan) for all offices. The determination shall be completed within 30 days after the initial conversion. | Requirement | | |
| As part of the determination, the Bidder shall identify the numbers which may be the same following the conversion. The GovGuam will evaluate and consult with the agencies on the conflicts with the numbering plan. | Requirement | | |
| Should the GovGuam elect to implement a 5-digit dialing plan, the Bidder shall work with the Bureau of Information Technology on the implementation of the plan. Once the sole election of the GovGuam to convert to the 5 digit dialing plan, the Bidder shall provide for 5-digit dialing within the GovGuam customer group within 60 days. | Requirement | | |
| 21. The service shall enable the user to set and configure the feature options through a Web Based Interface. This will not require the provider to make the changes. | Requirement | | |
| 22. The Bidder shall provide, at no additional charge, the election of the GovGuam not to publish numbers. The Bidder shall describe the process by which this requirement will be met. | Requirement | | |
| 23. Enhanced E911 - The service must at the time of installation be able to pass identifying digits from an originating station for Enhanced 911 calling party location. At a minimum, the service must be able to identify the building location. It must be able to originate from both proprietary digital telephones as well as analog telephones. The E911 call must be received at the Guam E911 Public Service Answering Point (PSAP) that serves the geographical area of the calling station's physical location. | Requirement | | |
| 24. E911 - Event Notification capability - The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call. | Requirement | | |
| 25. Flexible Numbering Plan -The service must have the capability to function within a variable numbering plan arrangement for station address designation. | Requirement | | |
| 26. Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3. | Requirement | | |

↳ Next page Page 4

Invitation for Bid for Telecommunication Services

| Column A | Column B | Column C | Column D |
|--|--|--|--------------------|
| General and Special Requirements | Type (Informational or Requirement) | Bidder Shall Acknowledgement and State Agreement and Compliance (Or Provide Detailed Explanation of Issue and/or Deficiency and How it Will be Resolved) | References in Prop |
| 27. Caller ID - The Bidder shall provide Caller ID (name and number) on all the display phones. | Requirement | | |
| 28. Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party. | Requirement | | |
| 29. Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The Bidder shall ensure that Calling Party ID is passed through the carrier circuits. | Requirement | | |
| 30. Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam. | Requirement | | |
| The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam. | Requirement | | |
| 31. Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories. | Requirement | | |
| 32. Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring. | Requirement | | |
| 33. SMDR Data - The Bidder shall provide to the GovGuam Station Message Detail Recording (SMDR) and Long Distance call data by station line, authorization code, number called, date, time of call start, time of call end, and number of minutes and seconds. | Requirement | | |
| The SMDR data shall be provided in electronic form, on a CD or DVD, as an excel spreadsheet or other data file format as directed by the Bureau of Information Technology (BIT). The data shall be provided on a monthly basis and within 5 working days following the last day of the month. | Requirement | | |

Item No. 2B

Bid Form 1 - Point-by-Point Response for Centrex Telephone Service

BIDDER NAME: Teleguam Holdings LLC and its wholly owned subsidiaries GTA Telecom LLC, GTA Services LLC and Pulse Mobile LLC

USAC SPIN: 143002715 (GTA Telecom LLC) and/or 143016481 (Pulse Mobile LLC)

The Bidder shall complete Columns C and D. If the response is unclear, then, the Bidder may be deemed non-responsive. All documentation in the proposal to support the position in Column C should be noted in Column D.

| Column A | Column B | Column C | Column D |
|--|-------------------------------------|--|------------------------|
| General and Special Requirements | Type (Informational or Requirement) | Bidder Shall Acknowledgement and State Agreement and Compliance (Or Provide Detailed Explanation of Issue and/or Deficiency and How it Will be Resolved) | References in Proposal |
| 24. E911 - Event Notification capability - The service must enable the administrator to automatically send a text message and/or email message to notify authorized individuals that an E911 call has been placed and the originating number of the call. | Requirement | Acknowledge and Comply | |
| 25. Flexible Numbering Plan - The service must have the capability to function within a variable numbering plan arrangement for station address designation. | Requirement | Acknowledge and Comply | |
| 26. Feature Phone - The Centrex service must operate in tandem with the Feature Phones bid in Bid Form 3. | Requirement | Acknowledge and Comply | Tab 4 |
| 27. Caller ID - The Bidder shall provide Caller ID (name and number) on all the display phones. | Requirement | Acknowledge and Comply | |
| 28. Call Blocking - The Bidder shall block inbound calls from specific telephone numbers on a requested basis. This will mean that the calling number is not passed through to the called party. | Requirement | Acknowledge and Comply | |
| 29. Equal Access - The Bidder shall provide equal access and enable the GovGuam to select a long-distance carrier. The Bidder shall direct all long-distance calls to the LD carriers selected by the GovGuam. The Bidder shall ensure that Calling Party ID is passed through the carrier circuits. | Requirement | Acknowledge and Comply | |
| 30. Jacks - All services shall be terminated on RJ-11 jacks. Any other termination facility required to provide a service (e.g. RJ-45 (VOIP)) shall be the responsibility of the Bidder with no additional charge to the GovGuam. | Requirement | Acknowledge and Comply | |
| The Bidder station wiring shall not rely on the internal networks or data network cabling of GovGuam. | Requirement | Acknowledge and Comply | |
| 31. Description of Features - The Bidder shall provide a description of the telephone system and station features, functions, and accessories. | Requirement | Acknowledge and Comply | Tab 4 |
| 32. Distribution Wiring - The Bidder shall be responsible for interconnecting the Centrex service to the voice circuit at the building distribution frame and use the building distribution wiring. | Requirement | Acknowledge and Comply | |

Item No. 3A

Bid Form 3 - Centrex Telephone Instruments

| | |
|---------------------|-------------------|
| BIDDER NAME: | USAC SPIN: |
|---------------------|-------------------|

The Bidder shall provide a description, purchase price, and monthly rental rate for all phones and accessories.

The Bidder shall describe the features of the phone and provide brochures in the IFB. The Bidder may expand the height of the rows to accommodate a complete description.

| Model Number | Description | Monthly Lease to Purchase Price | Purchase Price |
|--------------|--|---------------------------------|----------------|
| Model Number | Single Line Analog Phone with call hold | \$ - | \$ - |
| Model Number | Single Line Digital Display with Hands-Free, Display, Programmable Feature Keys and Wireless Handset Option | \$ - | \$ - |
| Model Number | 4 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option | \$ - | \$ - |
| Model Number | 6 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option | \$ - | \$ - |
| Model Number | Wireless Handset to be used with the digital telephones. | \$ - | \$ - |
| Model Number | Attendant Console | \$ - | \$ - |

The average cost of the Monthly Lease to Purchase and Purchase Price of the phones for the offered phones (e.g. Single Analog, Single Line Display, 4 Line Digital Display, and 6 Line Digital Display Handset) will be determined by adding the cost together and then dividing by 4. This will then be factored into the bid evaluation analysis as described in the Centrex MRC.

Item No. 3B

Bid Form 3 - Centrex Telephone Instruments

| | |
|--|---|
| BIDDER NAME: Teleguam Holdings LLC and its wholly owned subsidiaries GTA Telecom LLC, GTA Services LLC and Pulse Mobile LLC | USAC SPIN: 143002715 (GTA Telecom LLC) and/or 143016481 (Pulse Mobile LLC) |
|--|---|

The Bidder shall provide a description, purchase price, and monthly rental rate for all phones and accessories.

The Bidder shall describe the features of the phone and provide brochures in the IFB. The Bidder may expand the height of the rows to accommodate a complete description.

| Model Number | Description | Monthly Lease to Purchase Price | Purchase Price |
|------------------|---|---------------------------------|----------------|
| Aastra 9116LP | Single Line Analog Phone with call hold | \$ 1.85 | \$ 61.20 |
| Cisco SPA501G | up to 8 line with Digital Display, HandsFree - see data sheet | \$ 3.52 | \$ 116.64 |
| Cisco SPA504G | <i>newer model</i> 4 line with digital display, Hand Free telephone - see data sheet | \$ 4.93 | \$ 163.30 |
| Cisco SPA508G | up to 8 line with Digital Display, HandsFree - see data sheet | \$ 5.87 | \$ 194.40 |
| Cisco SPA500S | Cisco Attendant Console | \$ 2.35 | \$ 77.79 |
| Aastra 53I | up to 9 line Digital Display, HandsFree - see data sheet | \$ 4.96 | \$ 164.34 |
| Aastra 55I | up to 9 line Digital Display, HandsFree - see data sheet | \$ 5.65 | \$ 187.14 |
| Aastra 670I | Aastra Attendant Console | \$ 4.13 | \$ 136.80 |
| Plantronics CS50 | Wireless Headset - See Data Sheet | \$ 6.70 | \$ 221.94 |

Item No. 4

Figure 1. Cisco SPA501G Basic 8-Line IP Phone



Telephony Features

- Eight voice lines
- Four Independent SIP Registrations*
- Line status: active line indication
- User interface driven by Interactive Voice Response (IVR)
- Shared line appearance**
- Speakerphone
- Call hold
- Music on hold**
- Call waiting
- Outbound caller ID blocking
- Call transfer: attended and blind
- Three-way call conferencing with local mixing
- Multiparty conferencing via external conference bridge
- Automatic redial of last calling and last called numbers
- On-hook dialing
- Call pickup: selective and group**
- Call park and unpark**
- Call swap
- Call back on busy
- Call blocking: anonymous and selective
- Call forwarding: unconditional, no answer, on busy
- Hot line and warm line automatic calling
- Call logs (60 entries each): made, answered, and missed calls
- Personal directory with auto-dial (100 entries)
- Do not disturb
- Digits dialed with number auto-completion
- Anonymous caller blocking
- Uniform Resource Identifier (URI) (IP) dialing support (vanity numbers)

- On-hook default audio configuration (speakerphone and headset)
- Multiple ring tones with selectable ring tone per line
- Date and time with support for intelligent daylight savings
- Call start time stored in call logs
- Distinctive ringing based on calling and called number
- 10 user-downloadable ring tones
- Speed dialing, eight entries
- Configurable dial/numbering plan support
- Intercom**
- Group paging**
- Network Address Translation (NAT) Traversal, including Simple Traversal of UDP Through NATs (STUN) support
- DNS SRV and multiple A records for proxy lookup and proxy redundancy
- Syslog, debug, report generation, and event logging
- Highly secure call encrypted voice communications support
- Built-in web server for administration and configuration with multiple security levels
- Automated remote provisioning, multiple methods; up to 256-bit encryption (HTTP, HTTPS, Trivial File Transfer Protocol [TFTP])
- Option to require administrator password to reset unit to factory defaults

Hardware Features

- Paper label area
- Dedicated illuminated buttons for:
 - Audio mute on/off
 - Headset on/off
 - Speakerphone on/off
- Voicemail message waiting indicator (VMWI) light
- Voicemail message retrieval button
- Dedicated hold button
- Settings button for access to IVR menu
- Volume control rocking up/down knob controls handset, headset, speaker, ringer
- Dedicated keys for redial, cancel, conference, and transfer
- Standard 12-button dialing pad
- High-quality handset and cradle
- Built-in high-quality microphone and speaker
- Headset jack: 2.5 mm
- Two Ethernet ports with integrated Ethernet switch: 10/100BASE-T RJ-45
- 802.3af-compliant PoE
- Optional 5 VDC universal (100-240V) switching; power supply is ordered separately (Cisco PA100)

Item No. 5



March 1, 2012

Ms. Claudia Acfalle, Chief Procurement Officer
Government of Guam General Services Agency
148 Route 1 Marine Corps Drive
Piti, Guam 96915

Subject: Response to GSA Request for Clarification Dated February 23, 2012

Dear Ms. Acfalle:

Thank you for the opportunity to clarify GTA's bid in response to GSA-064-11. This response and clarifications herein do not add any information to GTA's bid and is intended only to clarify GTA's bid forms included within the bid.

GSA REQUEST 1

Bid Form 2: Original bid form request for Analog Plain Old Telephone Service and Centrex with all features provided in the IFB. Teleguam Holdings has four (4) line items please clarify each line item being offered that addresses the government's bid requirement.

GTA Clarification for Bid Form 2

GTA's Bid Form 2 contains four Line Items, each clarified below.

1. GTA Line Item 1 (Analog Plain Old Telephone Service), responds to GSA Bid Form 2 Line Item 1 (Analog Plain Old Telephone Service). In the GTA Bid Form, the dash under Column F (Local Number Portability) indicates no charge.
2. GTA Line Item 2 (Digital (VoIP) Centrex with All Features Provided in the IFB), responds to GSA Bid Form 2 Line Item 2 (Centrex with All Features Provided in the IFB). In the GTA Bid Form, the dashes indicate no charge.
3. GTA Line Item 3 (Analog Centrex with All Features Provided in the IFB) responds to GSA Bid Form 2 Line Item 2 (Centrex with All Features Provided in the IFB) as an optional offering. In the GTA Bid Form, the dashes indicate no charge.
4. GTA Line Item 4 (Voice Record Option per line) is offered as an optional additional service to the Digital Centrex offerings in this Bid Form.

GSA REQUEST 2

Bid Form 3: Original bid form request for Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the government's bid requirement.

GTA Clarification for Bid Form 3

GTA's Bid Form 3 contains nine Line Items. These Line Items are different Centrex phone instruments and accessories. Each GTA Line Item is clarified below.

1. GTA Line Item 1 (Aastra 9116LP) is a single line phone instrument that responds to GSA Bid Form 3 Line Item 1 (Single Line Analog Phone with call hold).
2. GTA Line Item 2 (Cisco SPA501G) is an 8 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
3. GTA Line Item 3 (Cisco SPA504G) is a 4 line phone instrument that responds to GSA Bid Form 3 Line Items 2 and 3 (Single, 4 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
4. GTA Line Item 4 (Cisco SPA508G) is an 8 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
5. GTA Line Item 5 (Cisco SPA500S) is an attendant console phone accessory that responds to GSA Bid Form 3 Line Item 5 (Attendant Console).
6. GTA Line Item 6 (Aastra 53i) is a 9 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
7. GTA Line Item 7 (Aastra 55i) is a 9 line phone instrument that responds to GSA Bid Form 3 Line Items 2, 3 and 4 (Single, 4 and 6 line Digital with Digital Display, Hands-Free, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
8. GTA Line Item 8 (Aastra 670i) is an attendant console phone accessory that responds to GSA Bid Form 3 Line Item 6 (Attendant Console).
9. GTA Line Item 9 (Plantronics CS50) is a wireless headset phone offered as an optional additional accessory. Features are described in the data sheet provided in the bid.



GSA REQUEST 3

Bid Form 6: Original bid form request for Non Centrex Telephone Equipments. Teleguam Holdings has offered nine (9) line items please clarify each line item being offered that addresses the government's bid requirement.

GTA Clarification for Bid Form 6.

GTA's Bid Form 6 contains nine Line Items. These Line Items are different Non-Centrex phone instruments and accessories. Each GTA Line Item is clarified below.

1. GTA Line Item 1 (Aastra 9116LP) is a single line phone instrument that responds to GSA Bid Form 6 Line Item 1 (Single Line Phone with Call Hold and Message Waiting Lamp).
2. GTA Line Item 2 (Cisco SPA501G) is an 8 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
3. GTA Line Item 3 (Cisco SPA504G) is a 4 line phone instrument that responds to GSA Bid Form 6 Line Items 2 and 3 (Single and 4 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
4. GTA Line Item 4 (Cisco SPA508G) is an 8 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
5. GTA Line Item 5 (Cisco SAP500S) is an attendant console phone accessory that responds to GSA Bid Form 6 Line Item 5 (Attendant Console).
6. GTA Line Item 6 (Aastra 53i) is a 9 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
7. GTA Line Item 7 (Aastra 55i) is a 9 line phone instrument that responds to GSA Bid Form 6 Line Items 2, 3 and 4 (Single, 4 and 6 Line Digital with Digital Display with Hands Free, Display, Hold, Speaker Phone, Programmable Feature Keys and Wireless Headset Option). Additional features are described in the data sheet provided in the bid.
8. GTA Line Item 8 (Aastra 670j) is an attendant console phone accessory that responds to GSA Bid Form 6 Line Item 5 (Attendant Console).
10. GTA Line Item 9 (Plantronics CS50) is a wireless headset phone offered as an optional additional accessory. Features are described in the data sheet provided in the bid.

GSA REQUEST 4

Bid Form 8: Original bid form request for Monthly Recurring Cost for Mobile Telephone Service and Device. Teleguam Holdings has offered seven (7) line items please clarify each line item being offered that addresses the governments bid requirement.

GTA Clarification for Bid Form 8

GTA's Bid Form 8 contains a total of eleven Line Items. These Line Items are Monthly Recurring Costs (MRC) for mobile phone units and services. GTA assumes that GSA requests clarification on the first seven GTA Line Items because the last four GTA Line Items are identical to those on the GSA Bid Form. Each of the first 7 GTA Line Items is clarified below.

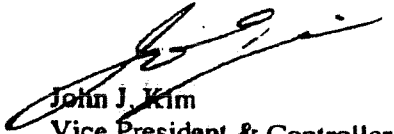
1. GTA Line Item 1 (MRC for mobile phone service for 1000 minutes, no charge for ON-NET calls, free nights and weekends, unlimited text) responds to GSA Bid Form 8 Line Item 1 (Monthly Recurring Cost (MRC) for mobile phone service that provides: (a) 1,000 minutes, per subscriber, for Off-Net calls within Guam which are pooled with other GovGuam subscribers; (b) no charge for ON-NET calls to/from any other subscriber of the Bidder (within Guam); (c) free Nights and Weekends; and Unlimited Text Messaging to the World).
2. GTA Line Item 2 (Blackberry Data MRC for Unlimited data, etc) responds to GSA Bid Form 8 Line Item 2 (MRC for Unlimited data plan within Guam with data tethering device to enable a laptop to use the data capability (Data tethering device must be provided when this option is selected)).
3. GTA Line Item 3 (Non-Blackberry MRC for unlimited data, etc) responds to GSA Bid Form 8 Line Item 2 (MRC for Unlimited data plan within Guam with data tethering device to enable a laptop to use the data capability (Data tethering device must be provided when this option is selected)).
4. GTA Line Item 4 (Blackberry Torch) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).
5. GTA Line Item 5 (Android Phones) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).
6. GTA Line Item 6 (iPhone 8Gb) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).
7. GTA Line Item 7 (iPhone 32GB) responds to GSA Bid Form 8 Line Item 3 (Cost of Phone (phone must have large display, keyboard, 4 GB of memory (iPhone, Android, or other equal phone))).



624 North Marine Corps Drive
Tamuning, Guam 96913

If you have any questions or need further clarification, please do not hesitate to call Jennifer Sgambelluri, Account Manager at 644-0116 or Andrew Quenga at 644-1609.

Sincerely,



John J. Kim
Vice President & Controller

Item No. 6

Bid Form 3 - Centrex Telephone Instruments

| | |
|--|-----------------------------|
| BIDDER NAME: PACIFIC DATA SYSTEMS | USAC SPIN: 143026234 |
|--|-----------------------------|

The Bidder shall provide a description, purchase price, and monthly rental rate for all phones and accessories.

The Bidder shall describe the features of the phone and provide brochures in the IFB. The Bidder may expand the height of the rows to accommodate a complete description.

| Model Number | Description | Monthly Lease to Purchase Price | Purchase Price |
|-----------------------|--|---------------------------------|----------------|
| Model Number: 9116LP | Single Line Analog Phone with call hold | \$ 3.00 | \$ 95.00 |
| Model Number: GXP285 | Single Line Digital Display with Hands-Free, Display, Programmable Feature Keys and Wireless Handset Option | \$ 2.00 | \$ 65.00 |
| Model Number: GXP2100 | 4 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option | \$ 3.00 | \$ 95.00 |
| Model Number: GXP2120 | 6 Line Digital with Digital Display, Hands-Free, Hold, Programmable Feature Keys and Wireless Handset Option | \$ 4.50 | \$ 155.00 |
| Model Number: TL7610 | Wireless Handset to be used with the digital telephones. | \$ 11.50 | \$ 295.00 |
| Model Number: GXPEXP | Attendant Console | \$ 3.00 | \$ 95.00 |

The average cost of the Monthly Lease to Purchase and Purchase Price of the phones for the offered phones (e.g. Single Analog, Single Line Display, 4 Line Digital Display, and 6 Line Digital Display Handset) will be determined by adding the cost together and then dividing by 4. This will then be factored into the bid evaluation analysis as described in the Centrex MRC.

Response to Questions 09.17.11 Page 23 #C.1

Question: Will a bidder be allowed to submit a bid for Bid Form 3, Centrex telephone instruments, only?

Answer: No. The Bidder must provide both the service and the phones.